

Broadcast Technicians
Computer Aided Design Technicians
Computer Support
Specialists
Electricians
Financial Analysts,
Statistical
Graphic Designers
Loan Officers &
Counselors
Maids & Housekeeping
Cleaners
Manager, Retail Store
Multimedia Specialists
Network Professionals
Occupational Therapists
Patternmakers, & Layout Workers—
Fabric & Apparel

Occupational Outlook



Physical Therapists
Physical Therapy Aides
Physical Therapy Assistants
Real Estate Appraisers
Real Estate Brokers
Real Estate Clerks
Real Estate Sales Agents
Salespersons, Parts
Salespersons, Retail
Social Workers, Medical & Psychiatric
Teachers, Preschool
Traffic, Shipping, & Receiving Clerks
Vocational & Educational Counselors

San Francisco

***A product of the California Cooperative
Occupational Information System***

Sponsored by:

Private Industry Council of San Francisco, Inc.

***California Employment Development
Department***

***California Occupational Information
Coordinating Committee***

1999

PRICE \$10

Occupational Outlook

San Francisco

WINTER 1999

A Product of the
California Cooperative Occupational Information System

Sponsored by:

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The Employers

Who took their valuable time to answer over 390 surveys.

Private Industry Council of San Francisco, Inc.

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INTRODUCTION

The labor market information presented in this report was collected through the cooperative efforts of the Private Industry Council of San Francisco and the Labor Market Information Division of the State of California Employment Development Department as part of the California Cooperative Occupational Information System (CCOIS). The goal of the CCOIS is to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. This is the ninth year that the Private Industry Council of San Francisco has participated in the CCOIS program.

This report contains summaries of 26 newly surveyed occupations. The occupational data are based upon confidential surveys conducted with over 390 employers in San Francisco County from August 1999 to February 2000.

The occupational information in the report can be used by a variety of organizations and individuals for many different purposes. Some possible uses include:

Career Decisions: Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning: This report provides local planners and administrators with employment and training information as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design: Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool (such as occupational size, expected growth rates, and wages) useful in determining the potential for business growth and development in the County's labor market area.

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

The report also contains a training directory in the appendix, which lists training providers in San Francisco County offering programs or courses for the selected occupations. The relevant training is categorized as "Program" or "Studies." "Program" is defined as training that consists of specific courses in order to acquire skills and knowledge for a particular vocational goal. "Studies" is defined as training that involves the necessary course(s) for attaining knowledge in the field.

Training directory information was collected during the spring of 1999. The providers include public and private colleges and universities, regional occupational programs, community-based organization training programs, and private vocational schools. It is highly recommended that those who are interested in training contact the school for additional information, financial aid sources, etc. The Private Industry Council of San Francisco and EDD are only pro-

viding a list of available training programs and are not advocating any particular training provider.

This report is intended to be used as a reference on which to base and support these and many other decisions. For further information, please contact the Labor Market Information Unit of the Private Industry Council of San Francisco.

PROGRAM METHODS

Each year, a minimum of 25 occupations are selected for survey research. Employer samples and questionnaires are developed, surveys are conducted with employers, and the resulting data are compiled, analyzed and summarized in a report which is disseminated to users in San Francisco and throughout California. The following is a summary of the methodology used:

Selection of Occupations

Occupational projection tables prepared by the Employment Development Department (EDD) were reviewed. These tables provided past and expected future employment trends and projected job growth rates for occupations in San Francisco County. Based upon this information, a preliminary list of occupations was developed. This list was then reviewed by staff from vocational programs, educational institutions, labor unions, economic development organizations, employers, the California Work Opportunities and Responsibility to Kids (CalWORKs) program, and the Private Industry Council of San Francisco (PIC). These and other users of labor market information were invited to the PIC's annual community meeting where further comments were solicited. From the input of these representatives and the PIC staff, a final list of occupations for survey was developed.

Definition of Occupations

An occupation is defined as the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method of categorizing occupations used in the CCOIS program is the Occupational Employment Statistics (OES) clas-

sification system, developed by the Bureau of Labor Statistics (BLS), U.S. Department of Labor. The OES classification system is used by the BLS to study nationwide staffing patterns within industries; it contains approximately 750 occupational categories and can be linked to a more detailed BLS classification system, the *Dictionary of Occupational Titles*, that contains around 12,000 occupations.

Survey Sample Selection

Survey samples were developed for each occupation surveyed for 1999. A considerable amount of time was invested to ensure that the samples would be representative in terms of the types of industries and size of employers included in the survey. EDD staff, using detailed databases, developed an initial sample of employers for each of the occupations. The samples were then carefully reviewed by PIC staff and employers were added or deleted in order to obtain a final sample of at least 40 employers per occupation (or as many as could be identified, if fewer than 40).

Questionnaire Development

Separate questionnaires were developed for each of the survey occupations. EDD developed a framework of questions to be asked for each occupation. These questions were then reviewed by PIC staff, and additional skill questions specific to the occupations were added.

Survey Procedures

Questionnaires, along with a cover letter explaining the goals and objectives of the CCOIS program, were mailed to all employers included in the survey sample. Employers were given approximately a two-week "window" period in which to respond. Those who did not respond were called directly to obtain the information through telephone interviews, or, at their request, the questionnaires were faxed to them.

Response goals were set for each occupation based upon the sample size. For a standardized sample of 40 employers, the response goal was at least 15 completed questionnaires. For a smaller-sized sample, the response goal was at a higher rate. Response goals were also set in terms of industry representation and occupational employment totals.

As part of the survey process, PIC staff members also conducted interviews with labor market intermediaries, including representatives from labor unions, apprenticeship programs, professional associations, and vocational education and training providers, to obtain supplemental occupational information.

Tabulation & Results

Completed questionnaires were entered into a database using customized software developed by EDD, and summary tabulations were produced. Using the tabulations and other information, the data were analyzed and final occupational summaries were prepared by PIC staff. Specific employer information is, and always will remain, strictly confidential.

EXPLANATION OF OCCUPATIONAL SUMMARY SECTIONS/TERMS

Occupational Title, OES Code & Definition
Occupations are presented alphabetically according to the Occupational Employment Statistics (OES) classification system. The titles, definitions, and corresponding codes are taken from the *California OES Dictionary*, published by the State of California, Employment Development Department, July 1993; this is a modified version of the *OES Dictionary*, published by the U.S. Department of Labor, Bureau of Labor Statistics.

Occupational Skills & Abilities

This section lists technical, physical, personal, and basic skills as important for job entry, according to weighted rank by employers.

Common Deficiencies

The section lists the most mentioned deficiencies among applicants or recently hired employees, as reported by employers.

Training, Experience & Other Requirements

This section lists licensing, certification, or registration requirements (if any), training and experience prerequisites, and the minimum educational requirements. Although the minimum educational requirements are not always essen-

tial for the performance of job duties, the lack of education can create a barrier with some employers during the hiring process. Key descriptive terms used in this and other sections of the occupational summaries are:

All—100 percent of survey respondents

Almost All—80 to 99 percent of survey respondents

Most—60 to 79 percent of survey respondents

Many—40 to 59 percent of survey respondents

Some—20 to 39 percent of survey respondents

Few—Fewer than 20 percent of survey respondents

Supply & Demand Assessment

This section assesses the relative difficulty employers report in finding qualified applicants for both entry-level and experienced positions. The following terms are used to classify occupational supply/demand in the County:

Very difficult—Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Moderately difficult—Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Not difficult—Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Employment Statistics & Trends

Occupation Size: This term refers to the estimated number of workers employed in an occupation relative to total non-agricultural employment in the County for 1995 (513,300 workers) as published by EDD "Projections and Planning Information", from 1995-2002, Module D, Table VI; this estimate does not include those who are self-employed. Occupational size is classified according to the following scale:

Small—Less than 770 employed (less than .15 percent of total employment)

Medium—Between 770 and 1,539 employed (.15

to .29 percent of total employment)

Large—Between 1,540 and 3,335 employed (.30 to .64 percent of total employment)

Very Large—Over 3,336 employed (.65 or more percent of total employment)

1995 Estimated Employment: This term represents the estimated number of workers in an occupation as provided by EDD in the above mentioned report.

Projected Job Growth: This term describes the expected occupational growth rate in San Francisco County from 1995-2002. The projections are based upon data contained in the State of California Employment Development Department (EDD) report, *Projections and Planning Information* (San Francisco County). Please be advised that the projections are based upon historical data, long term trends, and the assumption that these trends will continue. Given changing economic conditions, readers should supplement this data with other labor market information sources before drawing conclusions.

Occupation Growth: According to the EDD report, the average expected growth rate for all occupations in the County for the period 1995-2002 is 10 percent. The terms used to describe projected occupational growth rates are as follows:

Much Faster Than Average—1.50 times average or more

Faster Than Average—1.10 to 1.49 times average

Average—.90 to 1.09 times average

Slower Than Average—Less than .90 times average

Remain Stable—No growth projected

Slow Decline—Negative growth projected

It is important to recognize that for most occupations a greater number of job openings occur as a result of workers changing occupations or leaving the labor force than are created by actual job growth.

Vacancies: The percentage is used to indicate the major source of vacancies derived from the sampling.

Male/Female: This indicates percentages of reported male and female workers in the occupation.

Wages

This section serves as a guide for comparing salaries of one occupation with another and to indicate an approximate salary range for each occupation. The wage data are shown graphically for three skill and experience levels and were differentiated into union and nonunion categories if union employment comprised 20-80 percent of responses. The wage data are not intended to represent official prevailing wages, and using them for wage and salary administration is discouraged.

Hours

This section identifies a range or average number of hours that full-time, part-time, temporary and/or on-call employees may work in the occupation. Shift work information is also included, if applicable.

Fringe Benefits

This section lists the actual numbers reported by employers offering various fringe benefits to full-time and part-time workers. Benefits to part-time workers are not provided when there are less than 20 percent of part-time workers in the occupation. The ratio is the number of firms reporting to the number of firms responding. When provided by at least 14% of employers, other benefits of the occupation, such as employee discounts, are also cited.

Recruitment Methods

This section lists the five highest rated sources, or sources that at least 35 percent of employers use, to recruit their employees.

Major Employing Industries

This section identifies the major employing industries for the occupation based on employer sample and EDD's "Occupations Which Comprise a Significant Share of Employment for San Francisco County" (1998).

Other Sources of Information

EDD routinely prepares more detailed California Occupational Guides for many occupations. If a particular guide is available for an occupation, then the guide's number is provided.

Broadcast Technicians

OES 340280

Broadcast Technicians set up, operate, and maintain the electronic equipment used to transmit radio and television programs. They control audio equipment to regulate volume level and quality of sound during radio and television broadcasts. They operate radio transmitters to broadcast radio and television programs. In most cases, an FCC first class operator's license is required for this occupation. Audio, Video, Transmitter and Telecine Operators, Control Room Technicians, and Master-Control Engineers are a few typical Broadcast Technicians occupations.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Understanding of internal workings of audio/video equipment

Knowledge of telecommunications

Computer networking skills

Physical Abilities:

Reaction time

Personal or Other Skills:

Ability to work independently

Ability to work under pressure

Basic Skills:

Oral communication skills

Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Most employers (67%) require a high school diploma or equivalent. Some (20%) require an associate degree.

Experience:

Most employers (67%) require 10-60 months of experience. Some employers (33%) will accept training (broadcasting/computer engineering) as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: *Small*

1995 Estimated Employment: 580

Projected Job Growth 1995/2002: -1.7%

Occupation Growth: *Slow Decline*

Vacancies due to: *Temporary jobs (42%)*

Male: 81%

Female: 19%

Common Deficiencies

Among applicants or recently hired employees

Technical/job specific skills

General knowledge of business and industry

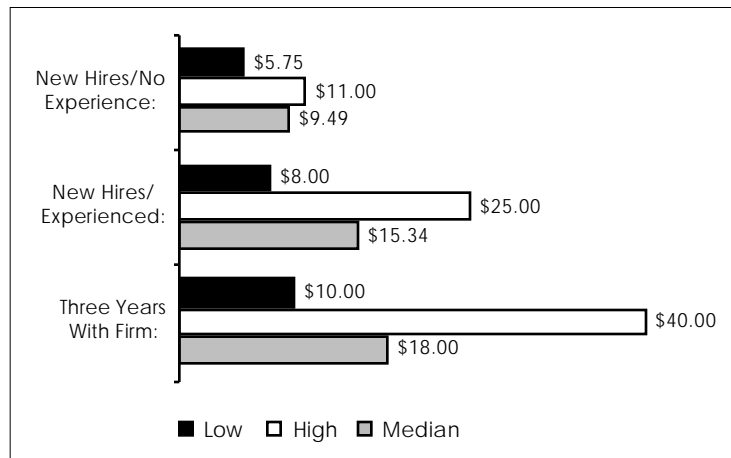
Job readiness (work habits, timeliness, etc.)

Number of firms responding to survey: 15

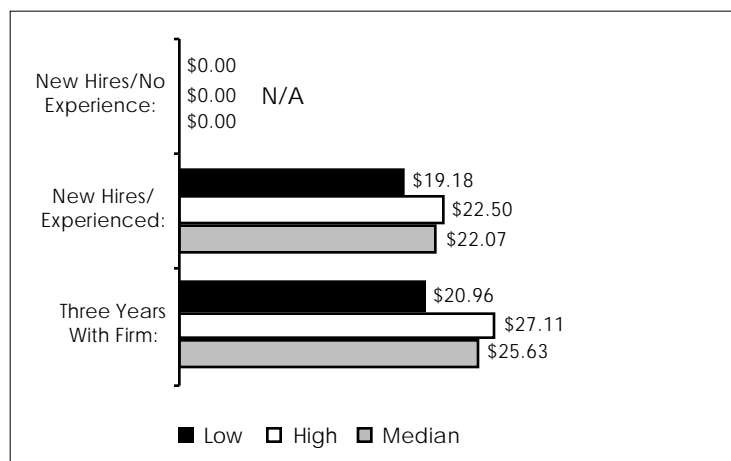
Broadcast Technicians (cont.)

Hourly Wages: Low, High & Median (Fall 1999)

Non-Union



Union



Hours

Full-time employees work 40 hours/week. Part-time employees average 18 hours/week. Temporary and seasonal workers average 10 hours/week. Almost all employees work during the day shift, but many work swing and graveyard shifts. Working weekends and being on-call may be required.

Fringe Benefits

	Full-time
Medical Insurance:	15/15
Dental Insurance:	14/15
Vision Insurance:	9/15
Life Insurance:	14/15
Sick Leave:	14/15
Vacation:	14/15
Retirement Plans:	14/15
Child Care:	1/15

Other: Long Term Disability (2/15),
Parking (2/15)

Most employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	53%
Trade Journals:	40%
Internet:	33%
Newspaper Advertisements:	27%
In-house Promotions/Transfers:	20%

Major Employing Industries Ranked by occupational size

- Cable Television Service Companies
- Radio & Television Broadcasting Stations

Other Sources of Information

- California Occupational Guide No. 359 (1995)

Computer Aided Design (CAD) Technicians

OES 003362999

Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Problem solving skills

Visualization skills

Ability to analyze data to solve problems

Two dimensional (CAD) work skills

Internet research

Computer skills: word processing, spreadsheet

Physical Abilities:

Ability to perform precision work

Personal or Other Skills:

Ability to work independently

Basic Skills:

Ability to read and follow instructions

Oral comprehension skills

Common Deficiencies

Among applicants or recently hired employees

Technical/job specific skills

Communication skills

Job readiness (work habits, timeliness, etc.)

Training, Experience & Other Requirements

Training & Education:

Some employers (33%) require a bachelor degree, associate degree (27%) or high school diploma (20%). Many employers (57%) will accept an average of 12 months of CAD, architectural, or engineering training, depending on the industry.

Experience:

Prior work experience from 2-60 months is required by most employers (60%), and some employers (33%) prefer 6-24 months of work experience.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: N/A

1995 Estimated Employment: N/A

Projected Job Growth 1995/2002: N/A

Occupation Growth: N/A

Vacancies due to: Growth (59%)

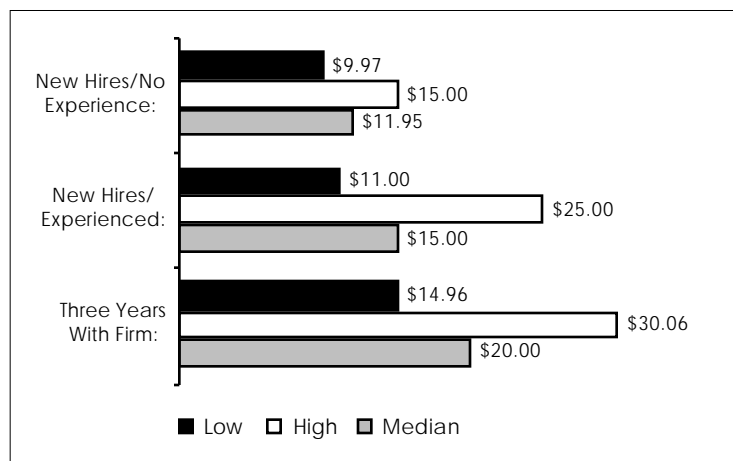
Male: 81% **Female:** 19%

Many employers (53%) project the occupation to remain stable, and many other employers (47%) project growth within the next 24 months.

Number of firms responding to survey: 15

Computer Aided Design (CAD) Technicians (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Wages

In addition to wages, employers may offer annual bonuses to employees.

Hours

Full-time employees average 41 hours/week. Part-time and temporary positions average 25 and 40 hours/week, respectively.

Fringe Benefits

	Full-time
Medical Insurance:	14/14
Dental Insurance:	14/14
Vision Insurance:	7/14
Life Insurance:	13/14
Sick Leave:	11/14
Vacation:	11/14
Retirement Plans:	12/14
Child Care:	2/14

Other: Educational Reimbursement (2/14), Paid Time Off (2/14), Training (2/14)

Many employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	64%
Newspaper Advertisements:	50%
Colleges/Universities:	36%
Internet:	29%
Walk-in Applicants:	29%

Major Employing Industries

Ranked by occupational size

- Engineering Companies
- Architectural Companies
- Government Planning Agencies
- Computer Software Companies

Other Sources of Information

- California Occupational Guide No. 338 (1997)

Computer Support Specialists

OES 251040

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Troubleshooting skills

Ability to gather and identify essential information

Ability to identify nature of problems

Ability to conduct equipment, software, or procedural tests

Ability to instruct others

Operating systems: Windows, DOS, Macintosh

Computer applications: Microsoft Word, Excel, Access, PowerPoint, WordPerfect, Filemaker Pro, Adobe Photoshop, Lotus 1-2-3, e-mail

Physical Abilities:

Ability to concentrate for long periods of time

Personal or Other Skills:

Ability to work independently

Customer service skills

Ability to exercise patience

Ability to deal effectively with difficult individuals

Basic Skills:

Ability to think logically

Oral communication skills

Ability to read and follow instructions

Oral comprehension skills

Training, Experience & Other Requirements

Training & Education:

Many employers (40%) require a bachelor degree; some (33%) require a high school diploma or equivalent, or an associate degree (27%). Many employers (53%) expect an average of 12 months of computer networking or computer science training.

Experience:

Almost all employers (93%) require 12-60 months of work experience. Some (33%) will consider 12-24 months of computer network and systems administrator experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

Employers report it *moderately difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: *Small*

1995 Estimated Employment: 370

Projected Job Growth 1995/2002: 21.6%

Occupation Growth: *Much Faster Than Average*

Vacancies due to: *Growth (43%)*

Male: 65% Female: 35%

Common Deficiencies

Among applicants or recently hired employees

Technical/job specific skills

Communication skills

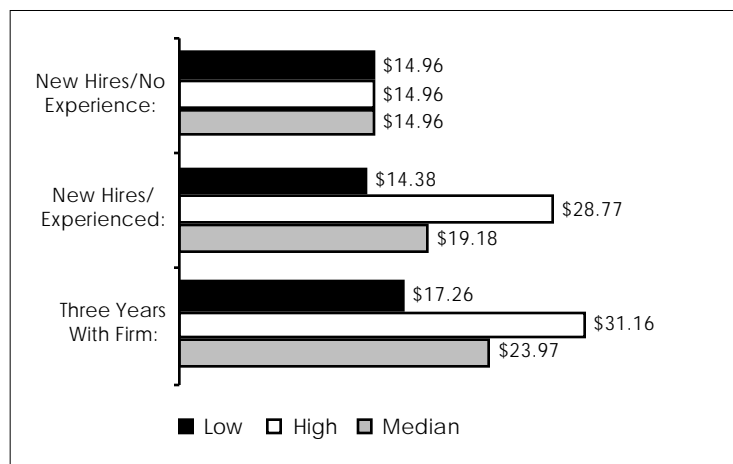
Job readiness (work habits, timeliness, etc.)

General knowledge of business and industry

Number of firms responding to survey: 15

Computer Support Specialists (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Hours

Full-time employees work 36-45 hours/week.

Fringe Benefits

	Full-time
Medical Insurance:	15/15
Dental Insurance:	15/15
Vision Insurance:	11/15
Life Insurance:	14/15
Sick Leave:	14/15
Vacation:	14/15
Retirement Plans:	15/15
Child Care:	7/15

Other: Educational Reimbursement/ Training (3/15)

Most employers share the cost of benefits with employees.

Recruitment Methods

Internet:	73%
Employees' Referrals:	53%
Newspaper Advertisements:	47%
Colleges/Universities:	27%
In-house Promotions/Transfers:	27%
Private Employment Agencies:	27%

Major Employing Industries *Ranked by occupational size*

- Large Corporations
- Government Agencies
- Colleges & Universities

Other Sources of Information

- California Occupational Guide: None

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Protective Signal Installers and Repairers and Street Light Servicers are included.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Troubleshooting skills

Ability to install electrical equipment

Physical Abilities:

Ability to stand continuously for 2 or more hours

Ability to work in cramped/confined spaces

Ability to lift at least 50 lbs. repeatedly

Ability to climb ladders

Personal or Other Skills:

Ability to work independently

Basic Skills:

Ability to follow oral instructions

Ability to read and follow instructions

Oral communication skills

Common Deficiencies

Among applicants or recently hired employees

Job readiness (work habits, timeliness, etc.)

Communication skills

Technical/job specific skills

Attitude

Training, Experience & Other Requirements

Training & Education:

Electricians traditionally learn their trade through on-the-job training with a non-union employer or through a five year union apprenticeship program, which combines five years of on-the-job training with classroom instruction. Applicants for the latter program must be at least 18 years old, have a high school diploma or equivalent, physically able to perform the work, satisfactory grades for two semesters of high school algebra, a valid California Driver's license, and pass a written examination. Almost all employers (87%) require a high school diploma or equivalent.

Experience:

Almost all employers (87%) require 3-72 months of experience. Five years of apprenticeship training can often be substituted for experience. Some employers (29%) will consider related experience (inside wiring/construction).

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

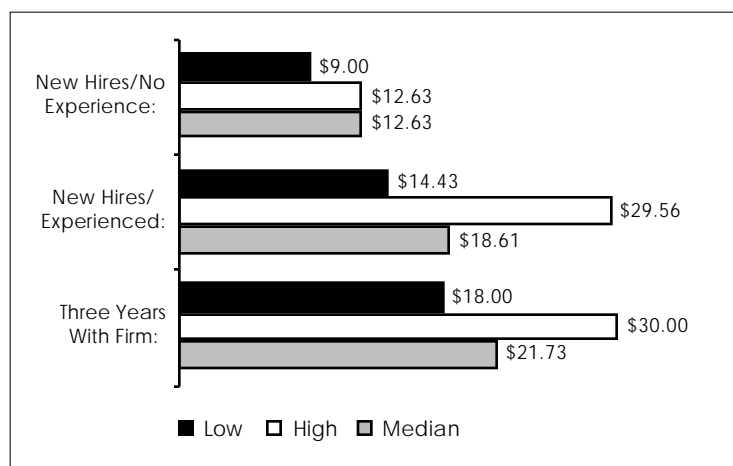
Number of firms responding to survey: 15

Electricians (cont.)

Employment Statistics & Trends

Occupation Size:	Medium
1995 Estimated Employment:	1,310
Projected Job Growth 1995/2002:	10.7%
Occupation Growth:	Average
Vacancies due to:	Growth (73%)
Male: 97%	Female: 3%

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Union apprentices start at 35% of journey level wages (\$36.09/hour). A five-step evaluation process is used to determine promotion to a higher level and higher wages.

Hours

Full-time employees work 35-40 hours/week. All work during the day, but may be required to work the swing shift or on weekends.

Fringe Benefits

	Full-time
Medical Insurance:	15/15
Dental Insurance:	14/15
Vision Insurance:	13/15
Life Insurance:	12/15
Sick Leave:	6/15
Vacation:	8/15
Retirement Plans:	14/15
Child Care:	0/15

Many employers share the cost of benefits with employees.

Recruitment Methods

Union Hall Referrals:	73%
Employees' Referrals:	33%
In-house Promotions/Transfers:	20%
Walk-in Applicants:	13%

Public agencies use the civil service list.

Major Employing Industries

Ranked by occupational size

- Electrical Contractors
- Gas & Electrical Companies
- Schools & Colleges
- Local Government

Other Sources of Information

- California Occupational Guide No. 121 (1996)

Statistical Financial Analysts conduct statistical analyses of information affecting investment programs of public or private institutions and private individuals.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Business math skills
Ability to gather and identify essential information
Knowledge of financial markets, banking, and financial data reports
Knowledge of economic and accounting principles and practices
Critical thinking skills
Judgment and decision making skills
Computer skills: spreadsheet, word processing, database

Physical Abilities:

Ability to work under pressure
Ability to work independently

Personal or Other Skills:

Oral comprehension skills

Common Deficiencies

Among applicants or recently hired employees

Experience

None (employers reported no deficiencies)

Communication skills

Technical/job specific skills

Training, Experience & Other Requirements

Training & Education:

All employers require a bachelor degree in finance, accounting, business or economics.

Experience:

Almost all employers (92%) require 6-60 months of related work experience. Training in lieu of experience is not accepted by almost all employers (85%).

Supply & Demand Assessment

Inexperienced:

Not applicable: almost all employers hire only experienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Medium

1995 Estimated Employment: 960

Projected Job Growth 1995/2002: 14.6%

Occupation Growth: *Faster Than Average*

Vacancies due to: Growth (42%)

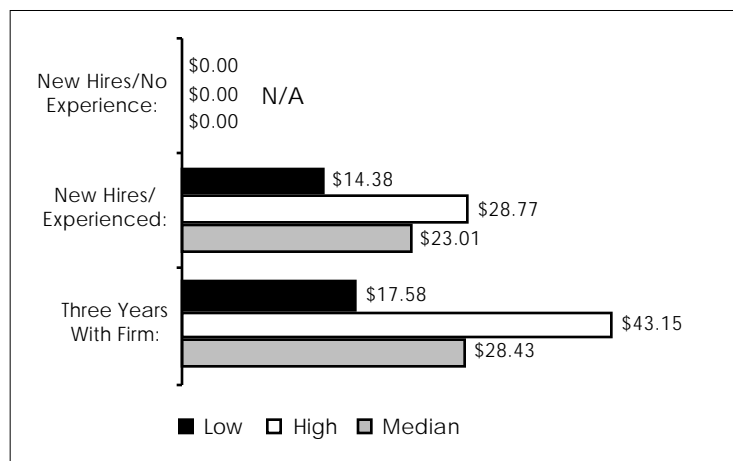
Male: 56%

Female: 44%

Number of firms responding to survey: 13

Financial Analysts–Statistical (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Employers generally offer annual bonuses to employees based on company profits, job performance and/or incentives. Analysts employed in the investment/securities industries earn bonuses from approximately \$22,500-\$150,000/year.

Hours

Full-time employees work 40-60 hours/week, averaging 47 hours/week.

Fringe Benefits

	Full-time
Medical Insurance:	13/13
Dental Insurance:	13/13
Vision Insurance:	13/13
Life Insurance:	13/13
Sick Leave:	12/13
Vacation:	13/13
Retirement Plans:	12/13
Child Care:	5/13

Other: Tuition Reimbursement (5/13),
Long Term Disability Insurance (2/13)

Most employers share the cost of benefits with employees.

Recruitment Methods

Internet:	85%
Newspaper Advertisements:	62%
Private Employment Agencies:	54%
Employees' Referrals:	38%

Major Employing Industries Ranked by occupational size

- Security Brokerage Firms
- Investment Advice Companies
- Large Corporations

Other Sources of Information

- California Occupational Guide No. 260 (1995)

Graphic Designers

OES 141061998

Graphic Designers create original artwork using computer layout and design to visually enhance a product, concept, or message. Graphic Designers work closely with Project Managers in advertising and marketing departments.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Knowledge of design and production techniques, principles, tools and instruments
Computer applications: Adobe Illustrator, Adobe Photoshop, Quark Express, Microsoft PowerPoint
Ability to create and edit Hypertext Markup Language (HTML)

Physical Abilities:

Visual color discrimination

Personal or Other Skills:

Visualization skills
Originality
Ability to work independently
Creativity

Basic Skills:

Oral comprehension skills

Common Deficiencies

Among applicants or recently hired employees

Technical/job specific skills

Communication skills

General knowledge of business and industry

Customer concerns/opinions

Training, Experience & Other Requirements

Training & Education:

Many employers (44%) require a bachelor degree in arts, design, or graphics; some (38%) require a high school diploma or equivalent. Some employers (38%) require vocational training.

Experience:

Almost all employers (88%) require 6-60 months of experience. Some employers (31%) will consider other occupational experience such as production artist or working in the printing industry.

Supply & Demand Assessment

Inexperienced:

Employers report it very difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Employment Statistics & Trends

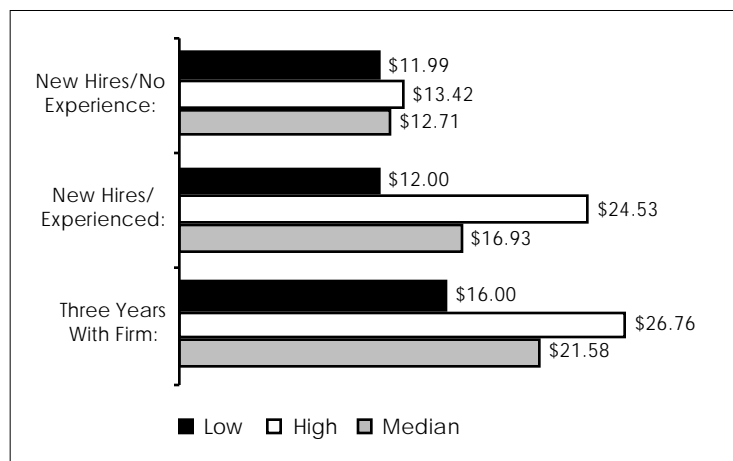
Occupation Size: N/A
1995 Estimated Employment: N/A
Projected Job Growth 1995/2002: N/A
Occupation Growth: N/A
Vacancies due to: Turnover (44%)
Male: 54% **Female:** 46%

Most employers (63%) report the occupation stable over the next 24 months. Remaining employers (37%) project the occupation to grow.

Number of firms responding to survey: 16

Graphic Designers (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Wages

In addition to wages, employees may receive bonuses.

Hours

Full-time employees average 40 hours/week. Part-time opportunities average 24 hours/week. All employees work during the day.

Fringe Benefits

	Full-time
Medical Insurance:	15/15
Dental Insurance:	15/15
Vision Insurance:	9/15
Life Insurance:	10/15
Sick Leave:	13/15
Vacation:	14/15
Retirement Plans:	12/15
Child Care:	2/15

Most employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	63%
Internet:	31%
Newspaper Advertisements:	25%
School/Program Referrals:	19%
Walk-in Applicants:	19%

Major Employing Industries *Ranked by occupational size*

- Commercial Art & Graphic Design Companies
- Advertising Agencies
- Business Consulting Services
- Newspaper Agencies

Other Sources of Information

- California Occupational Guide No. 2006 (1995)

Loan Officers & Counselors

OES 211080

Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. This occupation includes Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to interview others for information
Understanding of conventional loans
Judgment and decision making skills
Business math skills
Ability to apply sales techniques
Negotiation skills
Problem solving skills
Ability to maintain financial records
Computer skills: word processing, spreadsheet

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Customer service skills
Public contact skills
Ability to work independently

Basic Skills:

Oral communication skills
Oral comprehension skills
Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Many employers (56%) require a bachelor's degree; some (31%) require a high school diploma or equivalent.

Experience:

Almost all (81%) employers require 6-60 months experience as a Loan Officer and Counselor. Most employers (69%) will accept 6-60 months of related experience/ knowledge in banking, real estate, financing, and loan processing. Training in lieu of experience is not accepted by most employers (69%).

Supply & Demand Assessment

Inexperienced:

Employers report it very difficult finding inexperienced applicants.

Experienced:

Employers report it very difficult finding experienced applicants.

Common Deficiencies

Among applicants or recently hired employees

Appropriate experience

High expectations

None (at this level, should not have any deficiencies)

Technical/job specific skills

Employment Statistics & Trends

Occupation Size: *Medium*

1995 Estimated Employment: 1,090

Projected Job Growth 1995/2002: 6.4%

Occupation Growth: *Slower Than Average*

Vacancies due to: *Growth (89%)*

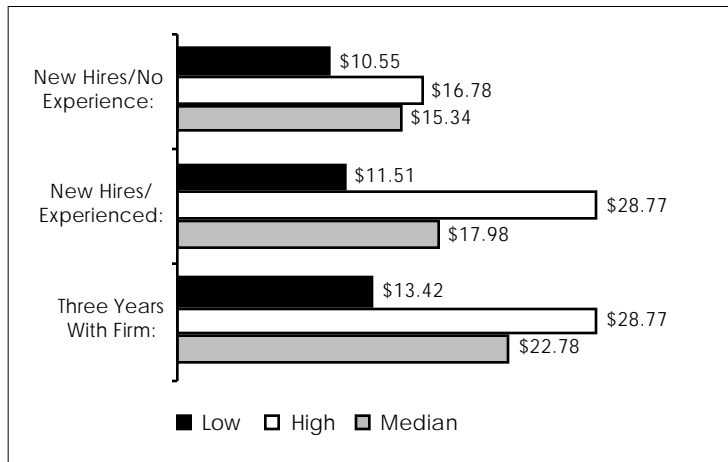
Male: 51% **Female:** 49%

In contrast to EDD projections, most employers (63%) report the occupation to grow over the next 24 months.

Number of firms responding to survey: 16

Loan Officers & Counselors (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Loan Officers and Counselors are compensated in a variety of ways, such as straight salary, salary plus commission or bonus, or straight commission. Reported bonuses are approximately \$1,500-\$5,300/year and commissions from \$11,200-\$160,000/year.

Hours

Full-time employees work 38-50 hours/week and average 41 hours/week. All work the day shift and few work alternate Saturdays.

Fringe Benefits

	Full-time
Medical Insurance:	16/16
Dental Insurance:	16/16
Vision Insurance:	12/16
Life Insurance:	15/16
Sick Leave:	14/16
Vacation:	14/16
Retirement Plans:	16/16
Child Care:	4/16

Other: Free Banking Services (5/16), Loan Discounts (3/16), Stock Options (3/16), Tuition Reimbursement (3/16), Training (3/16)

Most employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	75%
Newspaper Advertisements:	56%
In-house Promotions/Transfers:	50%
Private Employment Agencies:	19%

Major Employing Industries Ranked by occupational size

- Banks
- Savings & Loans
- Mortgage Bankers
- Government-Administered Economic Programs

Other Sources of Information

- California Occupational Guide: None

Maids & Housekeeping Cleaners

OES 670020

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to inspect and evaluate quality of products
Service oriented skills

Physical Abilities:

Ability to stand for prolonged periods
Manual dexterity
Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills:

Ability to work independently

Basic Skills:

Ability to follow oral instructions
Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Some employers (33%) require a high school diploma or equivalent, but most (67%) do not.

Experience:

Most employers (73%) prefer 3-12 months of experience, and almost all (86%) will accept related (janitorial, custodial, and nursing home care) experience. Many (57%) will consider janitorial, cleaning, or hospitality training in lieu of experience.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it not difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Very Large
1995 Estimated Employment: 5,130
Projected Job Growth 1995/2002: 8.2%
Occupation Growth: Slower Than Average
Vacancies due to: Turnover (82%)
Male: 27% **Female:** 73%

Common Deficiencies

Among applicants or recently hired employees

Communication skills

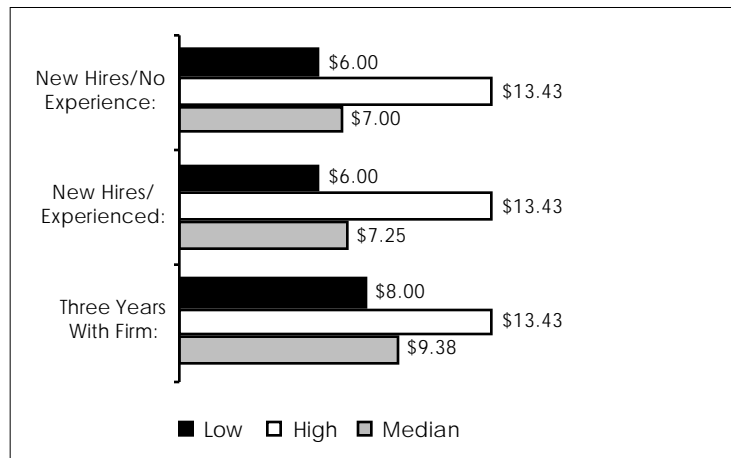
Basic skills (reading, math, writing)
Job readiness (work habits, timeliness, etc.)

Number of firms responding to survey: 15

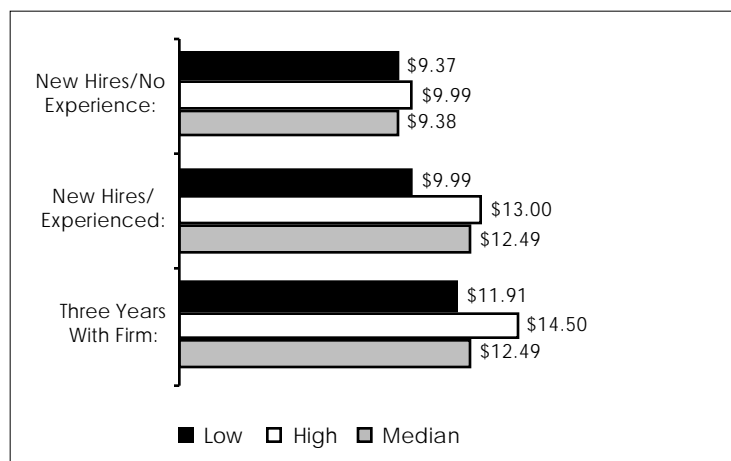
Maids & Housekeeping Cleaners (cont.)

Hourly Wages: Low, High & Median (Fall 1999)

Non-Union



Union



Wages

Employees at unionized hotels earn from \$9.37/hour to \$14.34/hour, a \$0.37/hour shift differential, plus tips. Unionized hospital employees earn from \$11.47 to \$14.50/hour. Workers employed in hotels all receive tips.

Hours

Full-time employees work 35-40 hours/week. Part-time and on-call workers average 23 hours/week and 17 hours/week, respectively. Day, swing, and graveyard shifts are available. Some employees also work on weekends and holidays.

Fringe Benefits

	Full-time
Medical Insurance:	14/15
Dental Insurance:	12/15
Vision Insurance:	10/15
Life Insurance:	7/15
Sick Leave:	13/15
Vacation:	15/15
Retirement Plans:	11/15
Child Care:	3/15

Some employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	80%
Walk-in Applicants:	67%
Newspaper Advertisements:	60%
School/Program Referrals:	27%

Major Employing Industries

Ranked by occupational size

- Hotels & Motels
- Hospitals
- Beauty Shops
- Housekeeping Services

Other Sources of Information

- California Occupational Guide No. 551 (1995)
- California Occupational Guide No. 395 (1998)

Manager, Retail Store

OES 185167999

Manager, Retail Store manages a retail store which sells a specific line of merchandise, such as groceries, liquor, apparel, jewelry, furniture; or related lines of merchandise. They usually plan and prepare work schedules, work assignments (or supervise others to do so), formulate merchandise pricing policy, coordinate sales promotion activities, prepare merchandise displays and advertising copy. They supervise employees in: sales, taking inventory or cash reconciliation activities, operation record keeping, and the preparation of a daily record of transactions for accounting purposes. They may interview, hire and train employees, ensure compliance of employees with security, sales and record keeping procedures, order merchandise or prepare requisitions to replenish inventories and may answer customer complaints or inquiries.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Supervisory skills

Ability to instruct others

Problem solving skills

Ability to plan and organize the work of others

Ability to apply sales techniques

Computer literate

Physical Abilities:

Ability to stand continuously for 2 or more hours

Personal or Other Skills:

Customer service skills

Ability to motivate others

Good grooming skills

Ability to work under pressure

Basic Skills:

Oral communication skills

Oral comprehension skills

Ability to read and follow instructions

Ability to communicate information and ideas in writing

Training, Experience & Other Requirements

Training & Education:

Most employers (71%) require a high school diploma or equivalent. Almost all employers (82%) will not accept training in lieu of experience.

Experience:

Almost all employers (88%) require previous work experience averaging 22 months; the remaining prefer prior experience. Most employers (76%) will accept 6-36 months of customer service, sales, hotel, restaurant, or teaching experience, preferably at the supervisory or management level.

Supply & Demand Assessment

Inexperienced:

Not applicable: almost all employers hire only experienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Common Deficiencies

Among applicants or recently hired employees

None (these employers generally promote from within)

Communication skills

Merchandising/retail savvy

Number of firms responding to survey: 17

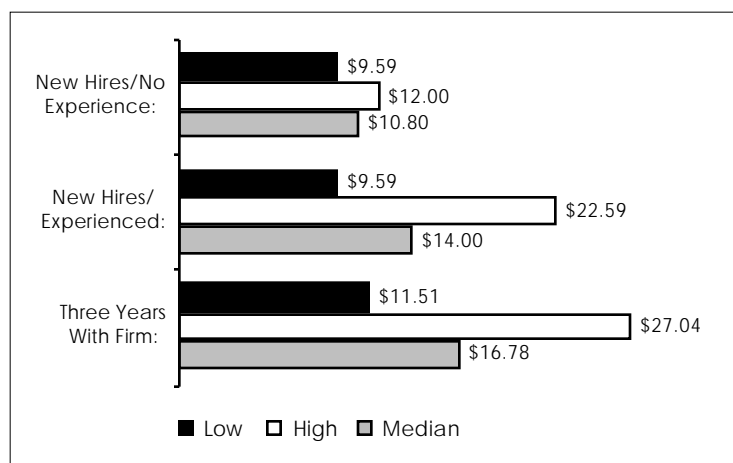
Manager, Retail Store (cont.)

Employment Statistics & Trends

Occupation Size:	N/A
1995 Estimated Employment:	N/A
Projected Job Growth 1995/2002:	N/A
Occupation Growth:	N/A
Vacancies due to:	Turnover (49%)
Male: 44%	Female: 56%

Most employers (71%) project growth for this occupation.

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Bonuses are common. Bonuses for Managers are based on percentage of sales or sales over plan (set monthly).

Hours

Retail Store Managers work 40-60 hours/week, averaging 46 hours/week. Almost all employees work from 8 a.m.-10 p.m. during the weekdays and most work rotating weekends.

Fringe Benefits

	Full-time
Medical Insurance:	17/17
Dental Insurance:	17/17
Vision Insurance:	14/17
Life Insurance:	13/17
Sick Leave:	15/17
Vacation:	16/17
Retirement Plans:	15/17
Child Care:	1/17

Other: Product Discounts (7/17), Stock Options (3/17)

Almost all employers share the cost of benefits with employees.

Recruitment Methods

In-house Promotions/Transfers:	79%
Newspaper Advertisements:	50%
Employees' Referrals:	43%
Internet:	29%
Recruitment From Other Retailers:	29%

Major Employing Industries

Ranked by occupational size

- Department Stores
- Clothing & Accessory Stores
- Furniture & Furnishing Stores
- Gift, Novelty & Souvenir Stores

Other Sources of Information

- California Occupational Guide No. 242 (1998)

Multimedia Specialists

OES 030064996

Multimedia Specialists work in one or more of the following phases of multimedia production: planning and storyboards (quick sketches of the different scenes that will happen), scriptwriting, graphics, digital sound recording and mixing, scanning and retouching of photos, making the related scenes interactive using specialized computer software and simple programming language.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Strong observational and computational skills
Knowledge of current graphic software: Photoshop, Adobe Illustrator, 3D software
Computer programming languages: C++, Perl, CGI
Web applications: Director, Flash, Dreamweaver

Physical Abilities:

Visualization skills

Personal or Other Skills:

Ability to work independently
Ability to meet deadlines
Ability to work under pressure

Basic Skills:

Oral comprehension skills
Oral communication skills
Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Many employers (47%) require a high school diploma or equivalent. Some employers (35%) require less than a high school education, emphasizing skills and abilities. Although many employers (59%) do not require technical or vocational training, 6-48 months of multimedia, web design, art or computer graphics training is accepted in lieu of experience.

Experience:

Most employers (71%) require 2-54 months of experience; the remaining (29%) prefer prior experience. Most employers (67%) will also accept 12-24 months of related skills and experience.

Common Deficiencies

Among applicants or recently hired employees

Technical/job specific skills

General knowledge of business and industry
Continual learning
Deadline oriented
Communication skills

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it very difficult finding experienced applicants.

Number of firms responding to survey: 17

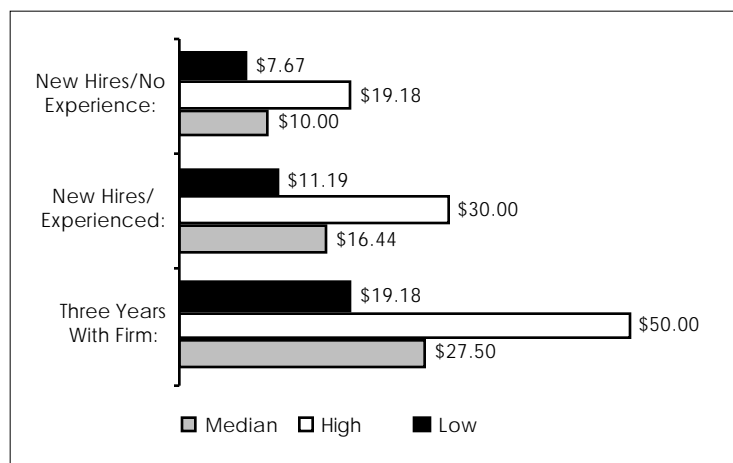
Multimedia Specialists (cont.)

Employment Statistics & Trends

Occupation Size:	N/A
1995 Estimated Employment:	N/A
Projected Job Growth 1995/2002:	N/A
Occupation Growth:	N/A
Vacancies due to:	Growth (56%)
Male: 62%	Female: 38%

Almost all employers (88%) project this occupation to grow within the next 24 months.

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Some employers offer bonuses on an annual/semi-annual basis.

Hours

Full-time employees work 35-75 hours/week. Part-time and temporary workers average 24 hours/week and 28 hours/week, respectively. Employers generally work during the day but in order to complete projects, they may work until late evenings and on weekends.

Fringe Benefits

	Full-time
Medical Insurance:	14/14
Dental Insurance:	13/14
Vision Insurance:	9/14
Life Insurance:	7/14
Sick Leave:	12/14
Vacation:	12/14
Retirement Plans:	10/14
Child Care:	1/14

Other: Educational Reimbursement (4/14)

Many employers share the cost of benefits with employees.

Recruitment Methods

Internet:	82%
Employees' Referrals:	71%
Colleges/Universities:	18%
School/Program Referrals:	18%

Major Employing Industries

Ranked by occupational size

- Web Design Companies
- Computer Software Games Companies
- Motion Picture/Audio Production Companies

Other Sources of Information

- California Occupational Guide No. 2006 (1995)

Network Professionals are responsible for designing and maintaining a company's computerized information system, managing local and/or wide area networks. They may also include training network users, developing network strategies, downsizing mainframe and mini computer systems to PC networks. They may build front-ends to specific applications. They may be certified or uncertified.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Troubleshooting skills

Understanding of local area networks (LAN)

Understanding of wide area networks (WAN)

Computer operating systems: Windows, Sun, Macintosh

Computer software: Microsoft Word, Excel, Access, WordPerfect, Lotus 1-2-3, Paradox, Filemaker Pro, e-mail, internal industry network software

Personal or Other Skills:

Ability to work independently

Ability to meet deadlines

Customer service skills

Basic Skills:

Oral comprehension skills

Ability to read and follow instructions

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many employers (47%) require a bachelor degree; some (27%) require an associate degree or high school diploma or equivalent.

Experience:

Twelve to 36 months of prior work experience is required by all employers; some (27%) will accept related work (information and network support) experience. Many employers (40%) will accept 12-48 months of network, information systems, or computer science training, or Microsoft or Novell certified engineer certification in lieu of minimum experience requirements.

Common Deficiencies

Among applicants or recently hired employees

General knowledge of business and industry

Communication skills

Technical/job specific skills

Experience

Supply & Demand Assessment

Inexperienced:

Not applicable: all employers hire only experienced workers.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Number of firms responding to survey: 15

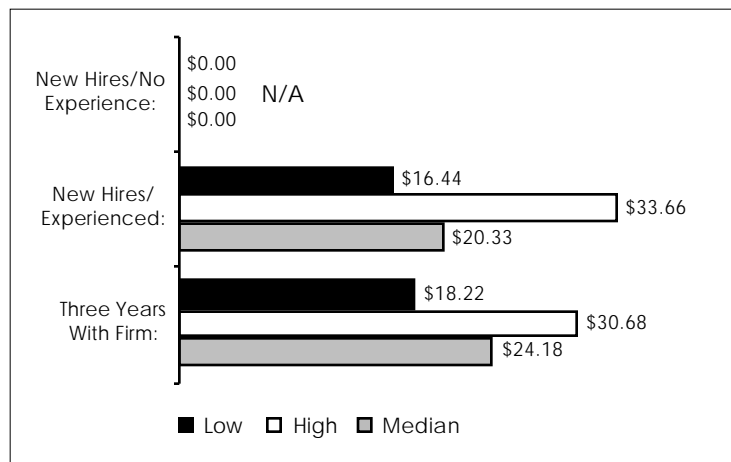
Network Professionals (cont.)

Employment Statistics & Trends

Occupation Size:	N/A
1995 Estimated Employment:	N/A
Projected Job Growth 1995/2002:	N/A
Occupation Growth:	N/A
Vacancies due to:	Temporary Jobs (48%)
Male: 86%	Female: 14%

Many employers (53%) expect this occupation to grow within the next 24 months. Employers who filled most of the new positions project this occupation to remain stable.

Hourly Wages: Low, High & Median (Fall 1999)



Hours

Full-time employees work 35-50 hours/week. All work during the day, but few employers require workers to be on-call at all times.

Fringe Benefits

	Full-time
Medical Insurance:	14/14
Dental Insurance:	14/14
Vision Insurance:	12/14
Life Insurance:	12/14
Sick Leave:	11/14
Vacation:	14/14
Retirement Plans:	13/14
Child Care:	2/14

Other: Education Reimbursement (4/14), Employee Assistance Program (2/14)

Many employers share the cost of benefits with employees.

Recruitment Methods

Internet:	73%
Employees' Referrals:	47%
Newspaper Advertisements:	47%
In-house Promotions/Transfers:	40%
Colleges/Universities	33%

Public agencies use the civil service list.

Major Employing Industries

Ranked by occupational size

- Large Corporations
- Schools, Colleges & Universities
- Computer Software Companies
- Government Agencies

Other Sources of Information

- California Occupational Guide No. 2001-A (1994)
- California Occupational Guide No. 541 (1995)

Occupational Therapists plan, organize, and participate in medically oriented occupational programs in hospitals or similar institutions to rehabilitate patients who are physically or mentally ill.

Our research also shows that Occupational Therapists concentrate on evaluating the patient's ability to perform daily living activities such as dressing and cooking, and then creating a program to improve those skills that lead to greater self-sufficiency for the patient.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to instruct others

Knowledge of insurance reimbursement

Basic computer input skills

Physical Abilities:

Possession of emotional stability

Ability to lift and move patients

Personal or Other Skills:

Ability to relate to patients

Ability to work independently

Ability to work as part of a team

Ability to exercise patience

Adaptable

Basic Skills:

Ability to read and follow instructions

Oral communication skills

Oral comprehension skills

Training, Experience & Other Requirements

Certification:

Occupational Therapists are required to be certified by the National Board for Certification in Occupational Therapy (NBCOT). Applicants must graduate from an Accreditation Council for Occupational Therapy Education (ACOTE) college program and pass a national certification examination.

Training & Education:

Almost all employers (80%) require a bachelor's degree in occupational therapy.

Experience:

Many employers (47%) require 6-24 months experience as an Occupational Therapist, but many (47%) will hire recent graduates who have their Occupational Therapist, Registered (OTR) certification (or who are eligible for certification).

Common Deficiencies

Among applicants or recently hired employees

Technical/job specific skills

Experience

General knowledge of business and industry

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Number of firms responding to survey: 15

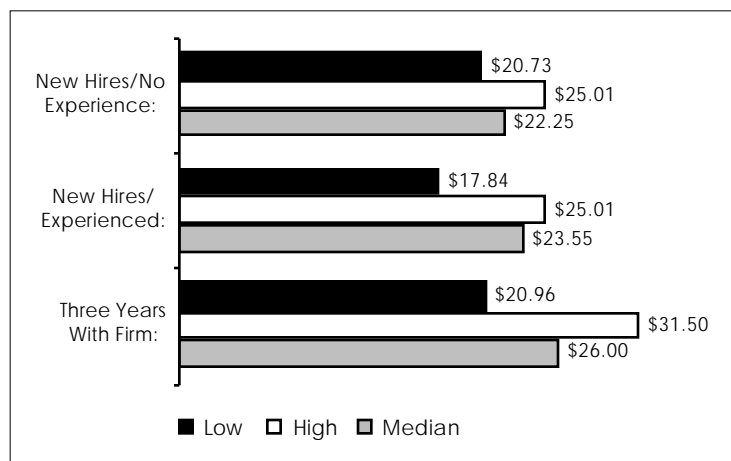
Occupational Therapists (cont.)

Employment Statistics & Trends

Occupation Size:	<i>Small</i>
1995 Estimated Employment:	130
Projected Job Growth 1995/2002:	23.1%
Occupation Growth:	<i>Much Faster Than Average</i>
Vacancies due to:	<i>Temporary Jobs (44%)</i>
Male: 7%	Female: 93%

In contrast to EDD projections, most employers reported that this occupation had stabilized. Employers cited the Balanced Budget Act of 1997, a federal legislation which limited the reimbursement of Medicare fees for rehabilitative therapeutic treatment. Home maintenance organizations soon followed limits set by Congress. Few employers noted that Occupational Therapists may venture toward ergonomic assessments or consulting.

Hourly Wages: Low, High & Median (Fall 1999)



Hours

Full-time employees work 40 hours/week. Part-time and on-call opportunities average 27 and 14 hours/week, respectively. Some employees work weekends.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	12/12	10/10
Dental Insurance:	12/12	10/10
Vision Insurance:	9/12	8/10
Life Insurance:	11/12	9/10
Sick Leave:	11/12	10/10
Vacation:	11/12	10/10
Retirement Plans:	12/12	10/10
Child Care:	3/12	1/10

Other: Continued Education (3/15)

Many employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	80%
Newspaper Advertisements:	60%
In-house Promotion or Transfer:	33%
Professional Assoc./Publications:	27%

Public agencies use the civil service list.

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Government Agencies
- Home Health Services
- Occupational Therapists' Offices & Clinics
- Occupational Therapy Registries
- Skilled Nursing Facilities

Other Sources of Information

- California Occupational Guide No. 143 (1995)
- National Board for Certification in Occupational Therapy (NBCOT)
- American Occupational Therapy Association (AOTA)

Patternmakers & Layout Workers—Fabric & Apparel

OES 895020

Fabric and Apparel Patternmakers and Layout Workers draw and construct sets of precision master patterns or layouts and/or mark and cut fabrics and apparel according to blueprints or specifications.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Information organization skills

Visualization skills

Knowledge of fabrics

Mathematical reasoning skills

Computer patternmaking systems: Gerber, Tucatech

Physical Abilities:

Ability to work rapidly

Personal or Other Skills:

Ability to work independently

Ability to work under pressure

Ability to work as part of a team

Basic Skills:

Ability to read and follow instructions

Oral communications skills

Common Deficiencies

Among applicants or recently hired employees

Experience

Technical/job specific skills

Training, Experience & Other Requirements

Training & Education:

Most employers (60%) require less than high school graduation. Many employers (53%) will not accept training in lieu of experience. Some employers (33%) require vocational training in patternmaking from a fashion design program.

Experience:

Almost all employers (80%) require 12-36 months of experience. Some (20%) will accept 6-24 months of design or grader/marker experience.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: *Small*

1995 Estimated Employment: *180*

Projected Job Growth 1995/2002: *38.9%*

Occupation Growth: *Much Faster Than Average*

Vacancies due to: *Turnover (50%)*

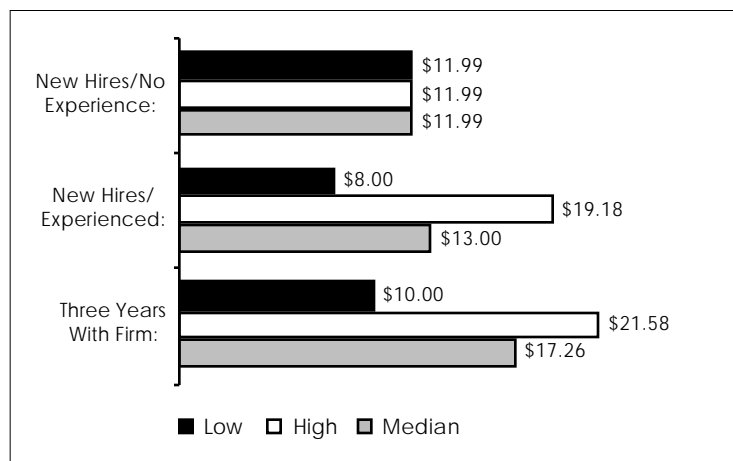
Male: *30%* **Female:** *70%*

In contrast to EDD projections, most employers (73%) indicated that the occupation will remain stable. Some employers reported this trend is due to increased domestic labor costs and jobs going abroad.

Number of firms responding to survey: 15

Patternmakers & Layout Workers–Fabric & Apparel (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Fringe Benefits

	Full-time
Medical Insurance:	14/14
Dental Insurance:	5/14
Vision Insurance:	6/14
Life Insurance:	6/14
Sick Leave:	8/14
Vacation:	13/14
Retirement Plans:	5/14
Child Care:	1/14

Some employers share the cost of benefits with employees.

Wages

Some employers (20%) offer profit sharing plans or bonuses, with the latter ranging from \$100-\$6,000 per year.

Hours

Full-time employees work 34-48 hours/week. All work the day shift.

Recruitment Methods

Employees' Referrals:	67%
Newspaper Advertisements:	47%
San Francisco Fashion Industry:	40%
Walk-in Applicants:	33%

Major Employing Industries *Ranked by occupational size*

- Garment Manufacturers
- Apparel Contractors

Other Sources of Information

- California Occupational Guide: None

Physical Therapists

OES 323080

Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decrease or prevent deformity and crippling.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Knowledge of orthopedic care
Ability to assess how well patient is doing or learning
Problem solving skills
Record keeping skills
Computer skills: word processing

Physical Abilities:

Ability to stand continuously for 2 or more hours
Good physical condition

Personal or Other Skills:

Ability to exercise patience
Ability to work as part of a team
Ability to work independently
Ability to motivate others
Ability to relate to patients

Basic Skills:

Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Licensing:

Physical Therapists are required to have a California license as a Registered Physical Therapist (RPT). Applicants must have graduated from a state-approved college program and pass a written examination.

Training & Education:

Most employers (64%) require a minimum of a bachelor degree; some employers (36%) require post graduate study.

Experience:

Many employers (43%) require 6-60 months experience as a Physical Therapist; another 43% prefer experienced workers. Few employers (17%) will hire newly licensed graduates.

Common Deficiencies

Among applicants or recently hired employees

Communication skills

Clinical experience

Technical/job specific skills

General knowledge of business and industry

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it not difficult finding experienced applicants.

Employment Statistics & Trends

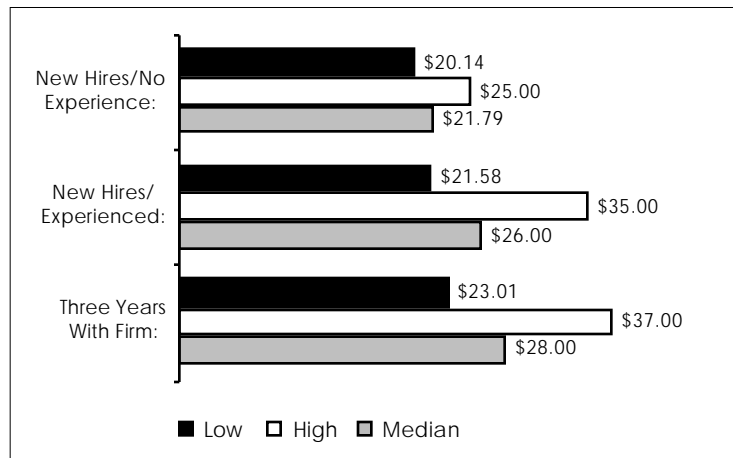
Occupation Size:	<i>Small</i>
1995 Estimated Employment:	350
Projected Job Growth 1995/2002:	20%
Occupation Growth:	<i>Much Faster Than Average</i>
Vacancies due to:	<i>Growth (46%)</i>
Male: 27%	Female: 73%

Number of firms responding to survey: 14

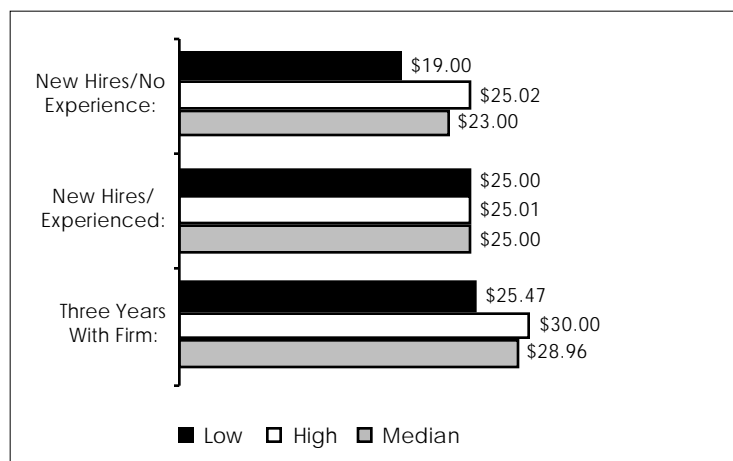
Physical Therapists (cont.)

Hourly Wages: Low, High & Median (Fall 1999)

Non-Union



Union



Wages

Some employers may provide bonuses based on patient load/performance, and/or company profits.

Hours

Full-time employees work 40 hours/week. Part-time and on-call employees average 24 hours/week and 23 hours/week, respectively. All work during the day and may work weekends.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	12/12	6/8
Dental Insurance:	11/12	5/8
Vision Insurance:	5/12	2/8
Life Insurance:	8/12	3/8
Sick Leave:	12/12	5/8
Vacation:	12/12	5/8
Retirement Plans:	10/12	3/8
Child Care:	1/12	0/8

Many employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	64%
Newspaper Advertisements:	57%
Colleges/Universities:	29%
Private Employment Agencies:	21%
Track Journals:	21%

Public agencies use the civil service list.

Major Employing Industries Ranked by occupational size

- Acute Care Hospitals
- Physical Therapists' Offices & Clinics
- Skilled Nursing Facilities
- Social Services Organizations

Other Sources of Information

- California Occupational Guide No. 117 (1996)
- California License Handbook (1997)

Physical Therapy Aides

OES 660172

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist Physical Therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to write effectively
Ability to assess how well patient is doing or learning
Monitoring skills
Ability to instruct others
Computer skills: word processing

Physical Abilities:

Good physical condition

Personal or Other Skills:

High standards of personal cleanliness
Ability to work independently

Basic Skills:

Oral communication skills
Oral comprehension skills
Ability to read and follow instructions

Common Deficiencies

Among applicants or recently hired employees

Technical/job specific skills

Communication skills

General knowledge of business and industry

Training, Experience & Other Requirements

Training & Education:

Most employers (73%) require a high school diploma or equivalent.

Experience:

Many employers (53%) prefer previous work experience, and almost all (91%) accept 3-24 months of related (Nurse's Aide, Massage Therapist, or Athletic Trainer) experience. Some (33%) will only hire applicants who are considering applying or are enrolled in a physical therapy related training program.

Supply & Demand Assessment

Inexperienced:

Employers report it *not difficult* finding inexperienced applicants.

Experienced:

Employers report it *moderately difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: *Small*

1995 Estimated Employment: *210*

Projected Job Growth 1995/2002: *38.1%*

Occupation Growth: *Much Faster Than Average*

Vacancies due to: *Turnover (70%)*

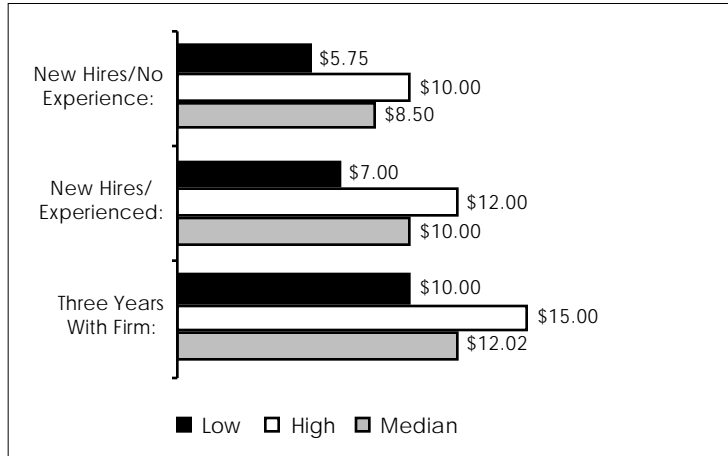
Male: *44%* **Female:** *56%*

Number of firms responding to survey: 15

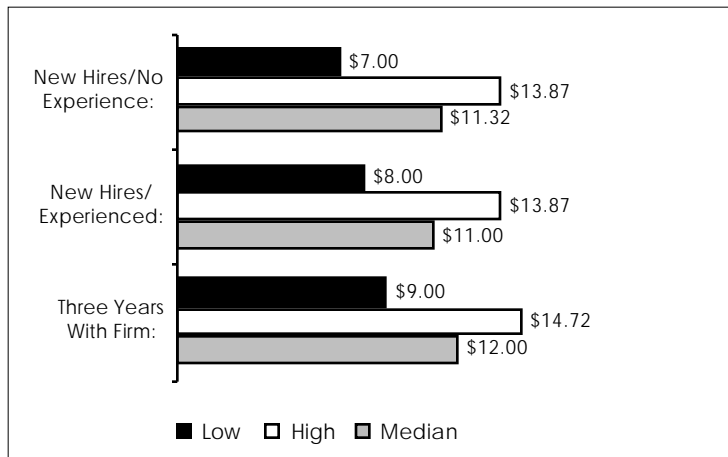
Physical Therapy Aides (cont.)

Hourly Wages: Low, High & Median (Fall 1999)

Non-Union



Union



Hours

Full-time employees work 40 hours/week. Part-time and on-call employees average 19 hours/week and 27 hours/week, respectively. Some employees may work on weekends.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	12/12	5/9
Dental Insurance:	9/12	3/9
Vision Insurance:	8/12	2/9
Life Insurance:	8/12	3/9
Sick Leave:	11/12	4/9
Vacation:	12/12	5/9
Retirement Plans:	10/12	3/9
Child Care:	2/12	1/9

Other: Continued Education Fees (3/12)

Many employers share the cost of benefits with employees.

Recruitment Methods

Colleges/Universities:	54%
Employees' Referrals:	54%
Walk-in Applicants:	46%
Newspaper Advertisements:	31%
School/Program Referrals:	23%

Major Employing Industries Ranked by occupational size

- Physical Therapists' Offices & Clinics
- Outpatient Rehabilitation Clinics
- Acute Care Hospitals
- Skilled Nursing Facilities

Other Sources of Information

- California Occupational Guide No. 451 (1997)

Physical Therapy Assistants

OES 660171

Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a Physical Therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Service oriented skills

Ability to assess how well patient is doing or learning

Ability to maintain progress notes and treatment summaries

Ability to apply transferring techniques moving patients

Ability to instruct others

Physical Abilities:

Ability to stand continuously for 2 or more hours

Ability to lift at least 50 lbs. repeatedly

Possession of emotional stability

Personal or Other Skills:

Ability to motivate others

Ability to work independently

High standards of personal cleanliness

Basic Skills:

Ability to read and follow instructions

Oral communication skills

Training, Experience & Other Requirements

Licensing:

Physical Therapist Assistants must have a California license. Applicants must graduate from a state-approved college program (or have the equivalent combination of education and experience), and pass a written examination.

Training & Education:

Almost all employers (85%) require an associate degree in Physical Therapist Assisting.

Experience:

Employers require 3-24 months experience as a Physical Therapist Assistant; some (23%) will accept licensed workers with 12 months of athletic training or massage therapy experience. Many employers (55%) will also hire recent graduates who have their state license.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Small

1995 Estimated Employment: 210

Projected Job Growth 1995/2002: 38.1%

Occupation Growth: Much Faster Than Average

Vacancies due to: Growth (67%)

Male: 50% **Female:** 50%

Common Deficiencies

Among applicants or recently hired employees

Communication skills

Experience

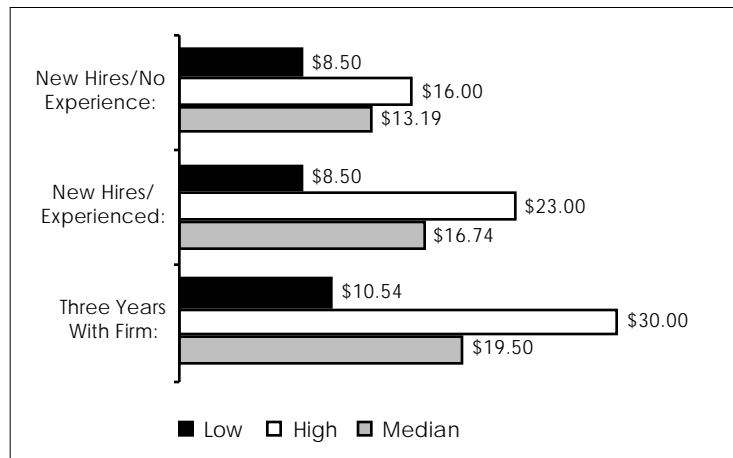
General knowledge of business and industry

Number of firms responding to survey: 13

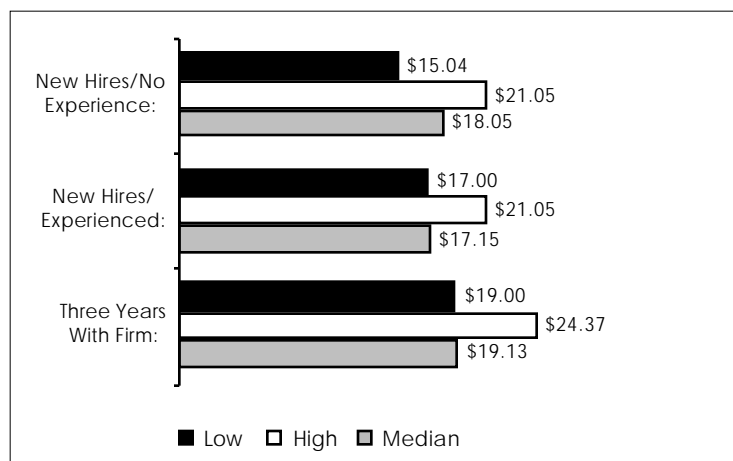
Physical Therapy Assistants (cont.)

Hourly Wages: Low, High & Median (Fall 1999)

Non-Union



Union



Wages

Hospital employees are paid shift differentials for swing and graveyard shifts.

Hours

Full-time employees work 32-40 hour/week. There are also part-time and on-call opportunities, averaging 21 hours/week and 11 hours/week, respectively. Some employees work rotating weekends.

Fringe Benefits

	Full-time
Medical Insurance:	10/10
Dental Insurance:	9/10
Vision Insurance:	6/10
Life Insurance:	7/10
Sick Leave:	10/10
Vacation:	10/10
Retirement Plans:	9/10
Child Care:	2/10

Many employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	69%
In-house Promotions/Transfers:	38%
Newspaper Advertisements:	38%
Walk-in Applicants:	23%

Major Employing Industries Ranked by occupational size

- Physical Therapists' Offices & Clinics
- Outpatient Rehabilitation/Sports Clinics
- Acute Care Hospitals
- Skilled Nursing Facilities

Other Sources of Information

- California Occupational Guide No. 451 (1997)
- California License Handbook (1997)

Real Estate Appraisers

OES 430110

Real Estate Appraisers appraise improved or unimproved real property to determine its value for purchase, sale, investment, mortgage, or loan purposes.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Analytical skills

Judgment and decision making skills

Ability to assess and analyze market conditions

Computer skills: word processing, spreadsheet, appraisal software

Personal or Other Skills:

Ability to meet deadlines

Ability to work independently

Public contact skills

Basic Skills:

Ability to read and follow instructions

Basic math skills

Written expression skills

Oral communication skills

Common Deficiencies

Among applicants or recently hired employees

None (employers reported no deficiencies)

Experience

Basic skills (reading, math, writing)

Technical/job specific skills

Accuracy/detail oriented

Overconfident of abilities and skills

Training, Experience & Other Requirements

Licensing/Certification:

Real Estate Appraisers are required to be licensed or certified in California.

There are four different licensing/certification levels, depending on the type of property and value of transaction to be appraised. The first level is the trainee license; applicants must have 90 hours of approved classroom training and pass a written examination. The three other levels require varying types and amounts of education and experience, and passing the appropriate written examination.

Training & Education:

Many employers (53%) require a high school diploma or equivalent. Some employers (33%) require a bachelor's degree. Formal training is available through community colleges, private vocational schools and employers.

Experience:

Most employers (60%) require 12-60 months experience as a Real Estate Appraiser. Most employers (73%) will not accept training as a substitute for experience. Banks and Savings and Loans will generally accept Trainee License holders.

Supply & Demand Assessment

Inexperienced:

Employers report it very difficult finding inexperienced applicants.

Experienced:

Employers report it very difficult finding experienced applicants.

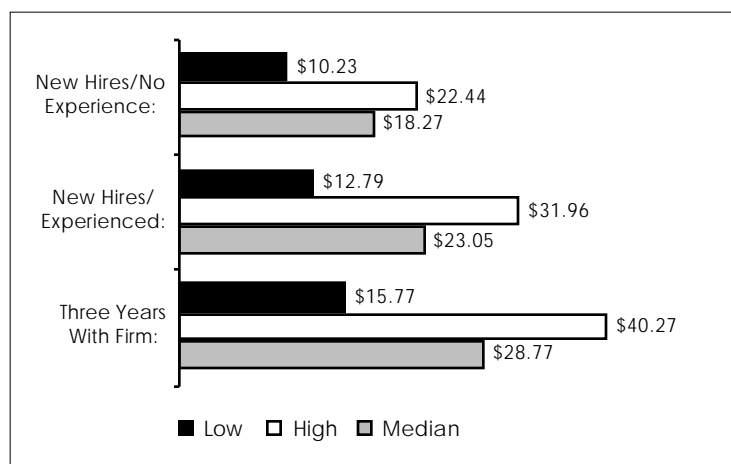
Number of firms responding to survey: 15

Real Estate Appraisers (cont.)

Employment Statistics & Trends

Occupation Size:	Small
1995 Estimated Employment:	380
Projected Job Growth 1995/2002:	0%
Occupation Growth:	Remain Stable
Vacancies due to:	Turnover (55%)
Male: 59%	Female: 41%

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Appraisers working for appraisal companies are paid on commission.

Hours

Full-time employees work 40-55 hours/week, averaging 41 hours/week. On-call employees work 12-40 hours/week.

Fringe Benefits

	Full-time
Medical Insurance:	12/14
Dental Insurance:	12/14
Vision Insurance:	10/14
Life Insurance:	9/14
Sick Leave:	9/14
Vacation:	9/14
Retirement Plans:	11/14
Child Care:	4/14

Other: Tuition Reimbursement (2/14), Free Banking Services (2/14)

Many employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	53%
Newspaper Advertisements:	33%
Trade Journals:	27%
In-house Promotion or Transfer:	20%
Internet:	20%

Major Employing Industries

Ranked by occupational size

- Appraisal Firms
- Banks
- Savings & Loans
- Government Agencies

Other Sources of Information

- California Occupational Guide No. 228 (1998)
- Real Estate Appraiser Licensing Requirements Handbook (2000)

Real Estate Brokers

OES 430050

Real Estate Brokers sell real estate, rent and manage properties, make appraisals, and arrange for loans while managing and operating a real estate office.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Knowledge of real estate market conditions and trends

Possession of a valid driver's license

Ability to write effectively

Computer skills: word processing, spreadsheet , Internet research

Personal or Other Skills:

Ability to work independently

Public contact skills

Basic Skills:

Ability to read and follow instructions

Oral communication skills

Ability to write legibly

Common Deficiencies

Among applicants or recently hired employees

None (employees either opened their own firms or were personally selected)

Technical/job specific skills

Training, Experience & Other Requirements

Licensing:

Real Estate Brokers must have a California license. Applicants must have completed eight specified college-level courses and have two years of full-time experience as a licensed Real Estate Sales Agent within the last five years.

Training & Education:

Employers require either a bachelor's degree (38%) or a high school diploma or equivalent (38%).

Experience:

Almost all employers (88%) require 12-60 months of experience in residential, commercial or industrial real estate. Many employers (56%) will not accept training to substitute for experience.

Supply & Demand Assessment

Inexperienced:

Not applicable: almost all employers hire only experienced applicants.

Experienced:

Employers reported it *not difficult* finding experienced applicants.

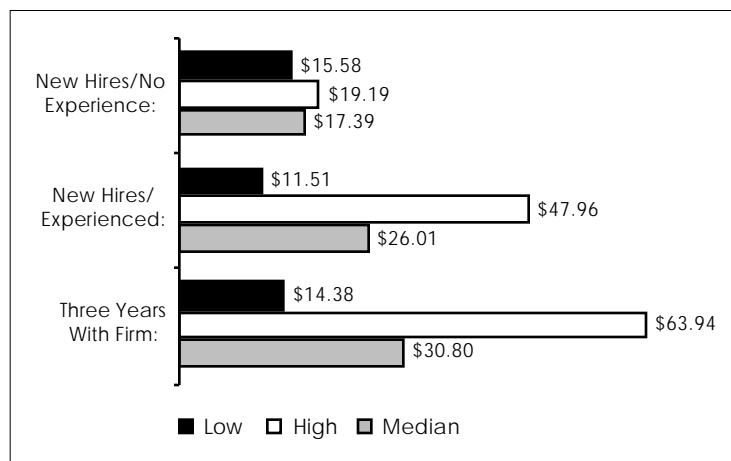
Employment Statistics & Trends

Occupation Size:	<i>Small</i>
1995 Estimated Employment:	150
Projected Job Growth 1995/2002:	0%
Occupation Growth:	<i>Remain Stable</i>
Vacancies due to:	N/A
Male: 68%	Female: 32%

Number of firms responding to survey: 16

Real Estate Brokers (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Real Estate Brokers are compensated on a commission basis, salary, or salary plus bonus/ commission. Brokers working on a commission basis can earn 50%-80% on the house commissions of property sales, or approximately \$40,000-\$200,000/year. They must pay their own expenses: automobile, insurance, gasoline, etc.

Hours

Full-time Real Estate Brokers work 40-70 hours/week. Real Estate Brokers who specialize in selling residential real estate may work weekends.

Supplemental Occupational Data

A Broker's license enables the individual to start a real estate business and gain greater credibility among customers. Large real estate companies employ "Managing Brokers" who oversee the operations of the real estate office and/or supervise sales personnel. These individuals usually have extensive experience in the real estate industry.

Fringe Benefits

	Full-time
Medical Insurance:	9/16
Dental Insurance:	7/16
Vision Insurance:	5/16
Life Insurance:	3/16
Sick Leave:	6/16
Vacation:	6/16
Retirement Plans:	5/16
Child Care:	1/16

Few employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	57%
In-house Promotions/Transfers:	29%
Newspaper Advertisements:	21%

Public agencies use the civil service list.

Major Employing Industries Ranked by occupational size

- Residential Real Estate Firms
- Commercial & Industrial Real Estate Firms

Other Sources of Information

- California Occupational Guide: 90 (1995)

Real Estate Clerks perform duties concerned with rental, sale, and management of real estate, such as typing copies of listings, computing interest owed or penalty payments, holding collateral in escrow, and checking due notices on taxes and renewal dates of insurance and mortgage loans.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to gather and identify essential information

Ability to type at least 45 wpm

Record keeping skills

Computer skills: word processing, spreadsheet, database

Basic Skills:

Ability to read and follow instructions

Oral communication skills

Common Deficiencies

Among applicants or recently hired employees

Communication skills

Basic skills (reading, math writing)

General knowledge of business and industry

Job readiness (work habits, timelines, etc.)

Overstating qualifications

Technical/job specific skills

Training, Experience & Other Requirements

Training & Education:

Almost all employers (80%) require a high school diploma or equivalent; the remaining (20%) require an associate degree.

Experience:

Many employers (47%) prefer 3-60 months of experience; some employers (33%) require experience. Almost all employers (83%) will accept 3-12 months of training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

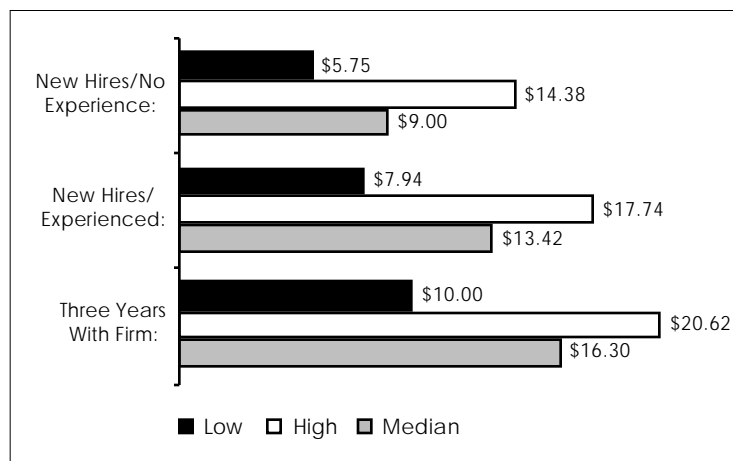
Employment Statistics & Trends

Occupation Size:	<i>Small</i>
1995 Estimated Employment:	70
Projected Job Growth 1995/2002:	0%
Occupation Growth:	<i>Remain Stable</i>
Vacancies due to:	<i>Turnover (45%)</i>
Male: 18%	Female: 82%

Number of firms responding to survey: 15

Real Estate Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Some employers offer bonuses to employees, ranging from \$1,000-\$10,000/year.

Hours

Full-time employees average 41 hours/week. Part-time employees work 18-25 hours/week.

Fringe Benefits

	Full-time
Medical Insurance:	13/14
Dental Insurance:	12/14
Vision Insurance:	6/14
Life Insurance:	8/14
Sick Leave:	13/14
Vacation:	14/14
Retirement Plans:	10/14
Child Care:	0/14

Other: Long Term Disability Insurance (3/14)

Many employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	53%
Private Employment Agencies:	47%
Newspaper Advertisements:	33%
Internet:	20%
Colleges/Universities:	13%

Public agencies use the civil service list.

Major Employing Industries

Ranked by occupational size

- Residential Real Estate Firms
- Commercial & Industrial Real Estate Firms

Other Sources of Information

- California Occupational Guide: None

Real Estate Sales Agents

OES 430080

Real Estate Sales Agents rent, buy, and sell property to clients on a commission basis. They perform duties such as studying property listings, interviewing prospective clients, accompanying clients to property sites, discussing conditions of sale, and drawing up real estate contracts.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

- Possession of a valid driver's license**
- Ability to apply sales techniques**
- Ability to prepare and arrange sales contracts**
- Knowledge of real estate market conditions and trends**
- Ability to gather and identify essential information**
- Judgment and decision making skills**
- Computer literacy and Internet research skills**

Personal or Other Skills:

- Public contact skills**
- Ability to work independently**
- Possession of a reliable vehicle**

Basic Skills:

- Oral comprehension skills**
- Oral communication skills**
- Ability to read and follow instructions**

Training, Experience & Other Requirements

Licensing:

Real Estate Sales Agents must have a California license. Applicants for the license must be at least 18 years old, have completed a college-level course in Real Estate Principles, and pass a written examination. In addition, when applying for the original license or within 18 months after the issuance of the license, two additional basic real estate courses must be completed.

Training & Education:

Some employers (38%) require a high school diploma or equivalent, and some employers (38%) require less than a high school education. Franchised real estate firms may help applicants obtain their license.

Experience:

Many employers (56%) prefer 6–60 months of experience while some employers (31%) require no experience. Real Estate Sales Agents may specialize in selling residential real estate or selling/leasing commercial and industrial real estate.

Common Deficiencies

Among applicants or recently hired employees

Communication skills

- Unrealistic expectations**
- No monetary reserve (to sustain initially)**
- Computer literacy**

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

Number of firms responding to survey: 16

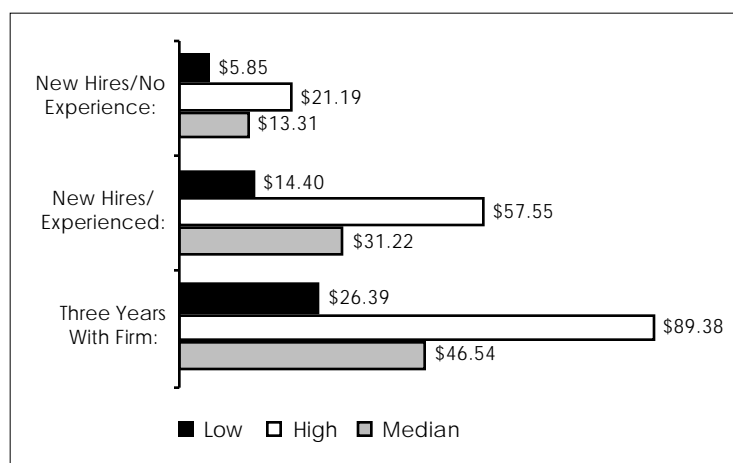
Real Estate Sales Agents (cont.)

Employment Statistics & Trends

Occupation Size:	Small
1995 Estimated Employment:	640
Projected Job Growth 1995/2002:	0%
Occupation Growth:	Remain Stable
Vacancies due to:	Growth (88%)
Male: 55%	Female: 45%

During current economic conditions, many respondents (56%) project this occupation to grow within the next 24 months.

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Real Estate Sales Agents are compensated on a commission basis. Employers reported approximate gross earnings for non-experienced agents from \$12,000-\$50,000/year and \$32,000-\$230,000/year for experienced agents.

Hours

Full-time Real Estate Sales Agents work 35-50 hours/week, averaging 48 hours/week. Part-time opportunities average 27 hours/week. Real Estate Sales Agents who specialize in selling residential real estate often work evenings and/or weekends.

Fringe Benefits

	Full-time
Medical Insurance:	1/15
Dental Insurance:	1/15
Vision Insurance:	1/15
Life Insurance:	0/15
Sick Leave:	1/15
Vacation:	1/15
Retirement Plans:	1/15
Child Care:	0/15

Few employers, if any, share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	69%
Walk-in Applicants:	50%
Newspaper Advertisements:	19%
In-house Promotions/Transfers:	13%
Internet:	13%

Major Employing Industries Ranked by occupational size

- Residential Real Estate Firms
- Commercial & Industrial Real Estate Firms

Other Sources of Information

- California Occupational Guide: 90 (1995)

Parts Salespersons sell spare and replaceable parts and equipment from behind a counter in agency, repair shop, or parts store. They determine the make, year, and type of part needed by observing the damaged part or listening to a description of the malfunction. They read a catalogue to find stock number, price, etc., and fill the customer's order from stock. This occupation does not include workers whose primary responsibilities are to receive, store, and issue materials, equipment, and other items from the stockroom.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to demonstrate knowledge of specific products

Telephone answering skills

Ability to apply sales techniques

Physical Abilities:

Ability to stand continuously for 2 or more hours

Personal or Other Skills:

Customer service skills

Listening skills

Ability to work under pressure

Basic Skills:

Ability to follow oral instructions

Ability to read and follow instructions

Oral communication skills

Common Deficiencies

Among applicants or recently hired employees

Communication skills

Job readiness (work habits, timeliness, etc.)

Basic skills (reading, math, writing)

Number of firms responding to survey: 15

Training, Experience & Other Requirements

Training & Education:

All employers require a high school diploma or equivalent. Employees generally learn on the job and may be sent to manufacturer training programs.

Experience:

Most employers (60%) usually require 6-36 months of experience. Many employers (57%) will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it moderately difficult finding experienced applicants.

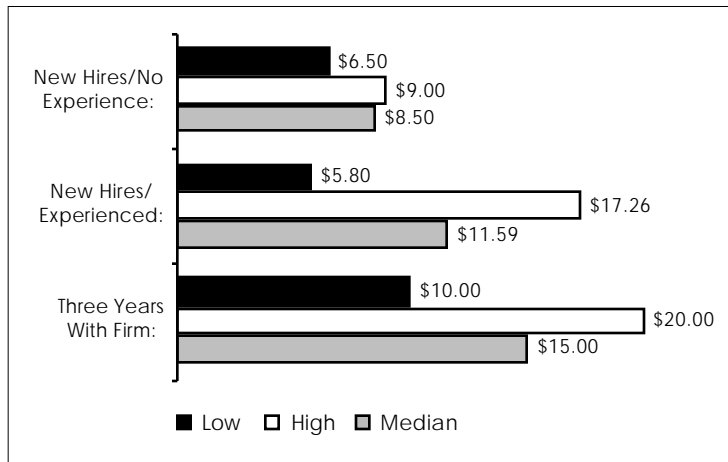
Employment Statistics & Trends

Occupation Size:	<i>Small</i>
1995 Estimated Employment:	520
Projected Job Growth 1995/2002:	9.6%
Occupation Growth:	<i>Average</i>
Vacancies due to:	<i>Turnover (89%)</i>
Male: 94%	Female: 6%

Employers report increasingly larger companies acquiring smaller ones and manufacturers limiting the number of distributors, resulting in a smaller employer base.

Salespersons, Parts (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Wages

In addition to the above wages, many Salespersons earn commissions or bonuses from sales based on promotions or tier programs. Commissions ranged from \$10 to \$3,941 per month.

Hours

Full-time employees work 40 hours/week and many work rotating Saturdays.

Fringe Benefits

	Full-time
Medical Insurance:	15/15
Dental Insurance:	15/15
Vision Insurance:	12/15
Life Insurance:	11/15
Sick Leave:	9/15
Vacation:	15/15
Retirement Plans:	13/15
Child Care:	0/15

Other: Product Discounts (5/15)

Most employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	80%
Newspaper Advertisements:	60%
In-house Promotions/Transfers:	53%
Walk-in Applicants:	20%

Major Employing Industries

Ranked by occupational size

- Automobile Dealers
- Automobile Parts & Home Supply Stores
- Automotive Repair Stores
- Household Appliance Stores
- Motorcycle Dealers

Other Sources of Information

- California Occupational Guide No. 237 (1995)

Salespersons, Retail (Except Vehicle Sales)

OES 490112

Retail Salespersons (Except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. This occupation does not include workers who work primarily as Cashiers.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to apply sales techniques

Ability to operate a cash register

Physical Abilities:

Ability to stand continuously for 2 or more hours

Personal or Other Skills:

Public contact skills

Customer service skills

Listening skills

Ability to work under pressure

Ability to work independently

Good grooming skills

Basic Skills:

Ability to follow oral instructions

Oral communication skills

Ability to read and follow instructions

Basic math skills

Common Deficiencies

Among applicants or recently hired employees

Job readiness (work habits, timeliness, etc.)

Communication skills

Knowledge of business and industry

Good grooming/dressing standards

Scheduling flexibility

Training, Experience & Other Requirements

Training & Education:

Many employers (59%) require a high school diploma or equivalent and the remaining employers do not even require high school graduation.

Experience:

Many employers (59%) prefer 1-24 months of experience; some (29%) do not require any experience. Three to 24 months of related (customer service, sales) experience is accepted by almost all (83%) employers. Many (58%) will accept an average of three months of training to substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it very difficult finding inexperienced applicants.

Experienced:

Employers report it very difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Very Large

1995 Estimated Employment: 15,940

Projected Job Growth 1995/2002: 11.1%

Occupation Growth: Faster Than Average

Vacancies due to: Turnover (42%)

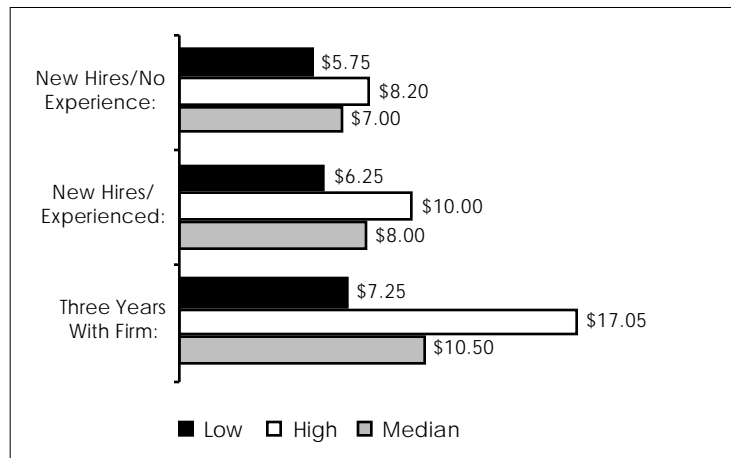
Male: 39% **Female:** 61%

Number of firms responding to survey: 17

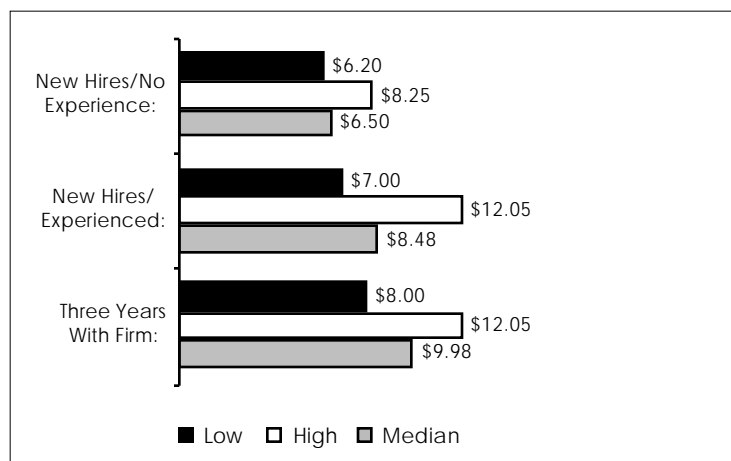
Salespersons, Retail (Except Vehicle Sales) (cont.)

Hourly Wages: Low, High & Median (Fall 1999)

Non-Union



Union



Wages

In addition to the above wages, many Salespersons earn bonuses or commissions, from \$25/year to an additional \$1.50/hour.

Hours

Full-time employees work 32-45 hours/week. Part-time and on-call opportunities average 18 hours/week and 20 hours/week, respectively. Seasonal employees work 13-30 hours/week. Day and swing shifts are usually available. During the holiday season employees may work late hours. Most employers also require working on weekends.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	14/14	3/15
Dental Insurance:	14/14	3/15
Vision Insurance:	9/14	3/15
Life Insurance:	9/14	3/15
Sick Leave:	12/14	3/15
Vacation:	13/14	4/15
Retirement Plans:	13/14	5/15
Child Care:	1/14	1/15

Other: Product Discounts (7/17)

Many employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	88%
Walk-in Applicants:	65%
Newspaper Advertisements:	41%
Colleges/Universities:	24%
In-house Promotions/Transfers:	24%

Major Employing Industries Ranked by occupational size

- Department Stores
- Clothing & Accessory Stores
- Eating Places
- Gift, Novelty & Souvenir Stores
- Home Furnishings Stores

Other Sources of Information

- California Occupational Guide No. 536 (1997)

Social Worker, Medical & Psychiatric

OES 273020

Medical and Psychiatric Social Workers counsel and aid individuals and families with problems that may arise during or following the recovery from physical or mental illness by providing supportive services designed to help the persons understand, accept, and follow medical recommendations. Chemical Dependency Counselors are included.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to interview others for information

Ability to treat substance abuse

Computer skills: word processing

Personal or Other Skills:

Ability to be aware of and understand others' reactions

Ability to handle crisis situations

Ability to work independently

Listening skills

Understanding of a variety of cultures

Ability to apply complex rules and regulations

Ability to tell when something is wrong or likely to go wrong

Basic Skills:

Ability to read and follow instructions

Oral communication skills

Common Deficiencies

Among applicants or recently hired employees

Bilingual/bicultural

Job readiness (work habits, timeliness, etc.)

Technical/job specific skills

Number of firms responding to survey: 15

Training, Experience & Other Requirements

Training & Education:

Many employers (47%) require a master's degree in Social Work, Counseling, or Psychology. Some employers require a bachelor degree (27%) or a high school diploma or equivalent (20%). Relevant training (social work, counseling, chemical dependency counseling, psychology) is required by most employers (73%).

Experience:

Three to 24 months of previous social worker experience is required by most employers (67%). Some employers (27%) prefer to have experienced employees. Most employers (64%) will accept 12-48 months of related (counseling, social services, outreach, psychological) experience. Almost all employers (86%) will accept training to substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it very difficult finding inexperienced applicants.

Experienced:

Employers report it very difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Large

1995 Estimated Employment: 1,540

Projected Job Growth 1995/2002: 11%

Occupation Growth: Faster than Average

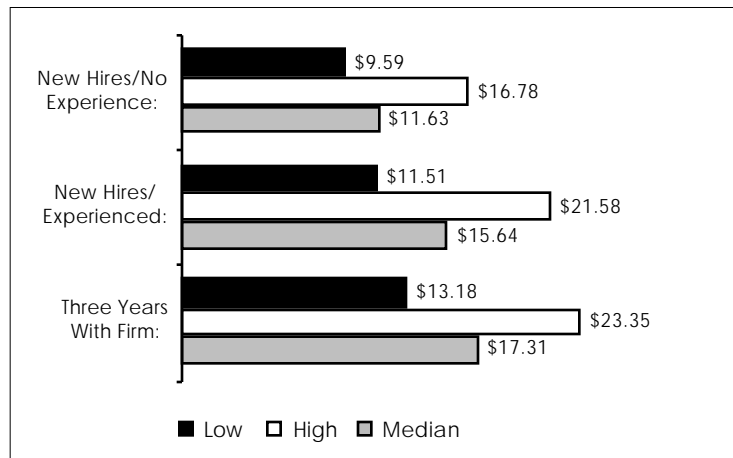
Vacancies due to: Turnover (63%)

Male: 33% **Female:** 67%

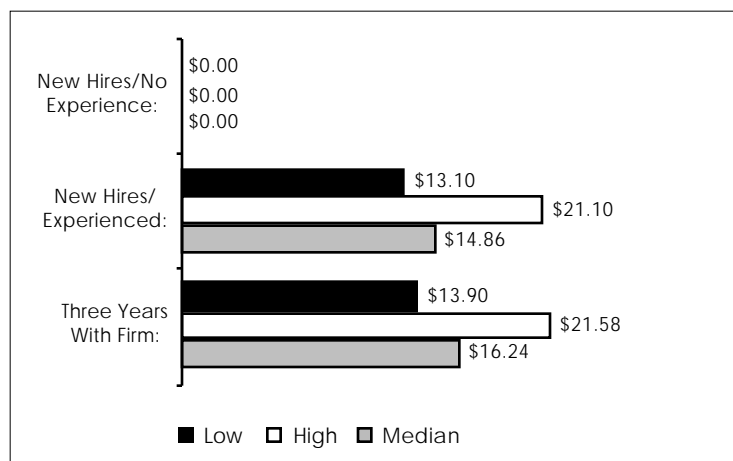
Social Worker, Medical & Psychiatric (cont.)

Hourly Wages: Low, High & Median (Fall 1999)

Non-Union



Union



Wages

Social workers with master degrees start at \$26,000-\$47,840/year. After three years with the firm, they earn from \$32,000-\$54,184/year. Approximate starting salaries for social workers with bachelor degrees are \$26,265-\$35,000/year, and \$29,000-\$38,000/year after three years with the firm.

Hours

Full-time and part-time employees average 40 hours/week and 20 hours/week, respectively. On-call employees work 8-20 hours/week. Hospital and residential care counselors also work swing and graveyard shifts, as well as weekends.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	14/14	8/11
Dental Insurance:	14/14	8/11
Vision Insurance:	12/14	7/11
Life Insurance:	12/14	6/11
Sick Leave:	14/14	7/11
Vacation:	14/14	7/11
Retirement Plans:	13/14	7/11
Child Care:	4/14	4/11

Other: Long Term Disability (3/14)

Some employers share the cost of benefits with employees.

Recruitment Methods

Newspaper Advertisements:	87%
Employees' Referrals:	73%
Colleges/Universities	27%
In-house Promotions/Transfers:	27%

Major Employing Industries

Ranked by occupational size

- Hospitals
- Individual & Family Service Organizations
- Social Services Organizations
- Drug & Alcohol Outpatient Clinics
- Residential Care Homes

Other Sources of Information

- California Occupational Guide No. 122 (1998)

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

- Ability to instruct others**
- Ability to be aware of and understand others' reactions**
- Ability to use multiple approaches when learning or teaching**
- Knowledge of instructional methods and training techniques**

Physical Abilities:

- Good vision**

Personal or Other Skills:

- Listening skills**
- Ability to motivate others**
- Ability to exercise patience**
- Good grooming skills**

Basic Skills:

- Oral communication skills**
- Ability to read and follow instructions**
- Oral comprehension skills**
- Ability to communicate information and ideas in writing**

Common Deficiencies

Among applicants or recently hired employees

Communication skills

Technical/job specific skills

Job readiness (work habits, timeliness, etc.)

Training, Experience & Other Requirements

Licensing:

Child care centers are regulated by the California Department of Social Services. Preschool teachers who work in government funded centers are required to have a Children's Development Permit. A Teacher applicant must have 24 semester units in Early Childhood Education (ECE), 16 units in general education, and a minimum of 525 hours/four years working in a child care center. An Assistant Teacher applicant must have six ECE units while an Associate Teacher must have 12 ECE units and at least 150 hours/two years working in a child care center.

Training & Education:

Most employers (67%) require a high school diploma or equivalent; some (27%) require an associate degree.

Experience:

Most employers (60%) require 1-12 months of actual and related experience. Most (60%) will also accept 6-12 months of ECE training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it very difficult finding inexperienced applicants.

Experienced:

Employers report it very difficult finding experienced applicants.

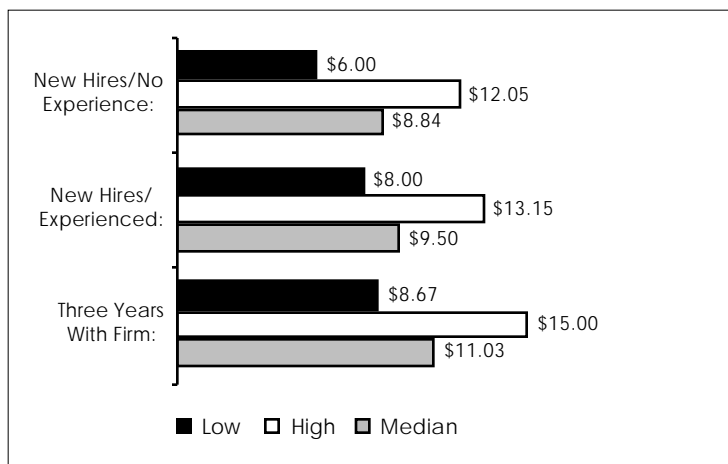
Number of firms responding to survey: 15

Teachers, Preschool (cont.)

Employment Statistics & Trends

Occupation Size:	Medium
1995 Estimated Employment:	1,400
Projected Job Growth 1995/2002:	24.3%
Occupation Growth:	Much Faster Than Average
Vacancies due to:	Turnover (49%)
Male: 7%	Female: 93%

Hourly Wages: Low, High & Median (Fall 1999)



Hours

Full-time employees work 35-40 hours/week. Part-time opportunities average 23 hours/week. Temporary employees work 5-35 hours/week.

Fringe Benefits

	Full-time
Medical Insurance:	14/14
Dental Insurance:	12/14
Vision Insurance:	7/14
Life Insurance:	9/14
Sick Leave:	13/14
Vacation:	13/14
Retirement Plan:	11/14
Child Care:	5/14

Other: Educational Training/Staff Development (3/14)

Some employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	67%
Newspaper Advertisements:	60%
College/Universities:	53%
In-house Promotions/Transfers:	40%
School/Program Referrals:	27%

Major Employing Industries Ranked by occupational size

- Child Day Care Centers
- Religious Organizations
- Social Services Organizations

Other Sources of Information

- California Occupational Guide No. 275 (1996)

Traffic, Shipping, & Receiving Clerks

OES 580280

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. This occupation does not include Stock Clerks, and workers whose primary duties involve weighing and checking.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Ability to quickly and accurately compare letters, numbers, objects, pictures and patterns
Ability to inspect and evaluate quality of products
Computer literate

Physical Abilities:

Ability to stand continuously for 2 or more hours
Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills:

Ability to interact well with others
Ability to work independently

Basic Skills:

Ability to follow oral instructions
Ability to read and follow instructions
Basic math skills

Common Deficiencies

Among applicants or recently hired employees

Communication skills

Job readiness (work habits, timeliness, etc.)

Basic skills (reading, math, writing)

Good grooming/dressing standards

Number of firms responding to survey: 15

Training, Experience & Other Requirements

Training & Education:

A high school diploma or equivalent is required by almost all employers (87%). Vocational training is not required by all employers.

Experience:

Most employers (73%) prefer 6-24 months of previous work experience. Almost all employers (92%) accept 6-24 months of related work experience (inventory and warehouse) or industry knowledge. Most employers (69%) accept an average of six months of training in lieu of experience.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers report it not difficult finding experienced applicants.

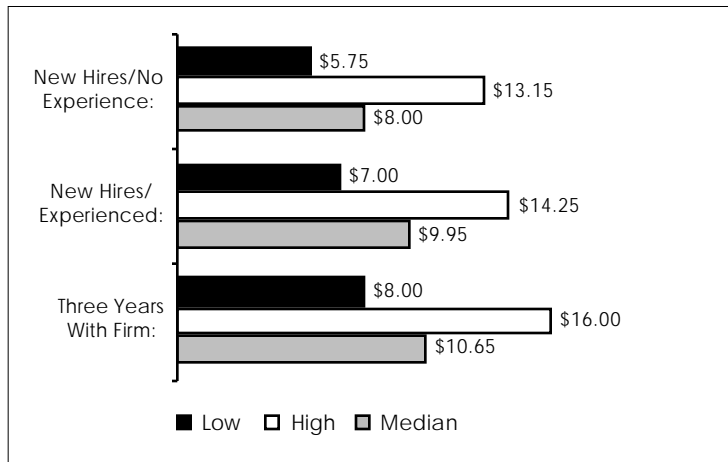
Employment Statistics & Trends

Occupation Size: Very Large
1995 Estimated Employment: 4,990
Projected Job Growth 1995/2002: -2%
Occupation Growth: Slow Decline
Vacancies due to: Turnover (69%)
Male: 43% **Female:** 57%

In contrast to EDD projections, many employers (53%) report the occupation to grow within the next 24 months.

Traffic, Shipping, & Receiving Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Wages

Bonuses may be offered to employees.

Hours

Full-time employees average 40 hours/week, and part-time employees average 20 hours/week. Employees generally work the day shift but some may work the graveyard or swing shift. Some may also work alternate Saturdays.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	15/15	0/1
Dental Insurance:	15/15	0/1
Vision Insurance:	7/15	0/1
Life Insurance:	8/15	0/1
Sick Leave:	12/15	0/1
Vacation:	14/15	1/1
Retirement Plans:	13/15	1/1
Child Care:	2/15	1/1

Other: Product Discounts (3/15)

Most employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	67%
Newspaper Advertisements:	53%
In-house Promotions/Transfers:	40%
Walk-in Applicants:	33%
Internet:	20%
Private Employment Agencies:	20%

Major Employing Industries Ranked by occupational size

- Department Stores
- Clothing & Accessory Stores
- Building Materials Retailers & Wholesalers
- Help Supply Services

Other Sources of Information

- California Occupational Guide No. 63 (1997)

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed

Technical Skills:

Problem solving skills
Problem identification skills
Vocational counseling skills
Ability to write effectively
Computer skills: word processing

Personal or Other Skills:

Listening skills
Ability to be aware of and understand others' reactions
Ability to deal effectively with difficult individuals
Interpersonal skills
Understanding of a variety of cultures
Ability to consider long-range effects of decisions

Basic Skills:

Oral communication skills
Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Many employers (47%) require a bachelor degree, and some (20%) require either graduate study or an associate degree.

Experience:

Most employers (60%) require 6-36 months of relevant work experience.

Supply & Demand Assessment

Inexperienced:

Employers report it moderately difficult finding inexperienced applicants.

Experienced:

Employers reported it very difficult finding experienced applicants.

Common Deficiencies

Among applicants or recently hired employees

General knowledge of business and industry
Job readiness (work habits, timeliness, etc.)
Technical/job specific skills

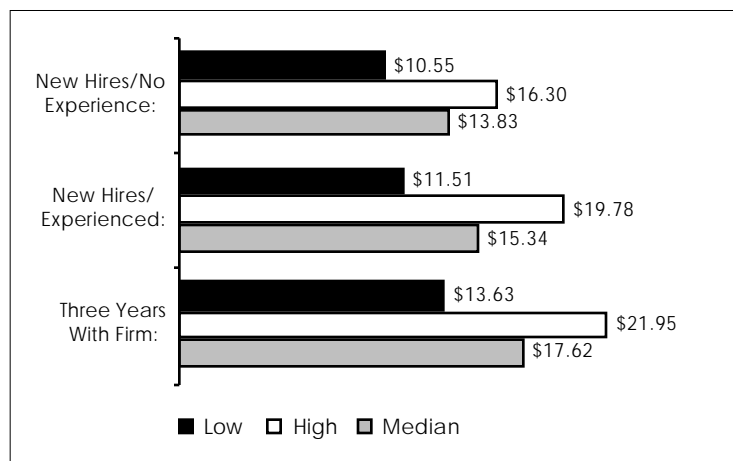
Employment Statistics & Trends

Occupation Size: *Small*
1995 Estimated Employment: 410
Projected Job Growth 1995/2002: 14.6%
Occupation Growth: *Faster Than Average*
Vacancies due to: *Turnover (55%)*
Male: 46% **Female:** 54%

Number of firms responding to survey: 15

Vocational & Educational Counselors (cont.)

Hourly Wages: Low, High & Median (Fall 1999)



Hours

Full-time employees work 35-40 hours/week. Part-time opportunities average 23 hours/week. All counselors work during the day.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	14/14	3/6
Dental Insurance:	14/14	2/6
Vision Insurance:	9/14	2/6
Life Insurance:	13/14	2/6
Sick Leave:	14/14	2/6
Vacation:	14/14	3/6
Retirement Plans:	13/14	2/6
Child Care:	4/14	0/6

Other: Long Term Disability Insurance (2/14)

Some employers share the cost of benefits with employees.

Recruitment Methods

Employees' Referrals:	80%
Newspaper Advertisements:	60%
In-house Promotions/Transfers:	47%
Internet:	40%
Colleges/Universities:	33%

Major Employing Industries

Ranked by occupational size

- Social Services Organizations
- Colleges & Universities
- Employment Training & Counseling Programs
- Elementary & Secondary Schools

Other Sources of Information

- California Occupational Guide No. 429 (1998)

SAN FRANCISCO TRAINING PROVIDERS

Broadcast Technicians

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Studies: Broadcast Electronic Media Arts

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Radio & Television

Computer Aided Design (CAD) Technicians

Academy of Art College
79 New Montgomery Street, San Francisco 94105
(415) 274-2200 Fax: (415) 263-4130 www.academyart.edu
Studies: Interior Architecture & Design

Art Institutes International of San Francisco
1170 Market Street, San Francisco 94102-4908
(415) 865-0198 Fax: (415) 863-6344 www.iii.edu
Program: Computer Aided Drafting & Design

Asian Neighborhood Design, Inc.
1232 Connecticut Street, San Francisco 94107
(415) 648-7070 Fax: (415) 648-6303 www.andnet.org
Program: CAD/CadCam (courses)

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Engineering Technology

Oxman College
55 New Montgomery, Suite 721, San Francisco 94105
(415) 974-1783 Fax: (415) 974-5391
Program: Computer Aided Drafting

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Civil Engineering, Electrical Engineering

San Francisco State University – College of Extended Learning
425 Market Street, San Francisco 94105
(415) 904-7700 Fax: (415) 338-7290 www.cel.sfsu.edu
Program: Premier Autodesk Training Center for Design Visualization

Computer Support Specialists

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Studies: Information Science

Computer Learning Center of San Francisco
667 Mission Street, San Francisco 94105
(415) 495-0800 Fax: (415) 495-6206 www.clcx.com
Program: Information Technology & Support

Golden Gate University
536 Mission Street, San Francisco 94105
(415) 442-7800 Fax: (415) 442-7807 www.ggu.edu
Studies: Business Systems Networking

Heald College Schools of Business & Technology
350 Mission Street, San Francisco 94103
(415) 673-5500 Fax: (415) 808-3005 www.healdcolleges.edu
Program: Computer Engineering

Infotec
455 Market Street, Suite 1650, San Francisco 94105
(415) 267-0821 Fax: (415) 896-1358 www.infotec.com
Program: Applications End Users

New Horizons Computer Learning Center
One Embarcadero, Suite 200, San Francisco 94111
(415) 421-5151 Fax: (415) 421-5518 www.nhbayarea.com
Program: Computer Network & Programming (courses)

Productivity Point International
50 California Street, 16th Floor, San Francisco 94111
(415) 659-2000 Fax: (415) 394-8961 www.propoint.com
Program: Desktop Applications

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Computer Science

Electricians

International Brotherhood of Electrical Workers (Local 6)
55 Fillmore Street, San Francisco 94117
(415) 861-5752 Fax: (415) 863-9711
Program: Apprentice Electrician (Inside Wiring)

Financial Analysts

Golden Gate University
536 Mission Street, San Francisco 94105
(415) 442-7800 Fax: (415) 442-7807 www.ggu.edu
Studies: Accounting, Finance

Lincoln University
281 Masonic Avenue, San Francisco 94118
(415) 221-1212 Fax: (415) 221-1212 www.lincolnuca.edu
Studies: Accounting

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Accounting, Finance

University of Phoenix
185 Berry Street, Building 3, San Francisco 94107
(415) 495-3370 Fax: (415) 495-3505 www.uoph.edu
Studies: Accounting

University of San Francisco
2130 Fulton Street, San Francisco 94117
(415) 422-6563 Fax: (415) 422-2217 www.usfca.edu
Studies: Accounting

Graphic Designers

Academy of Art College
79 New Montgomery Street, San Francisco 94105
(415) 274-2200 Fax: (415) 263-4130 www.academyart.edu
Studies: Computer Graphics & Graphic Design

Art Institutes International of San Francisco
1170 Market Street, San Francisco 94102-4908
(415) 865-0198 Fax: (415) 863-6344 www.aii.edu
Studies: Graphic Design

Center for Electronic Art
250 Fourth Street, San Francisco 94103
(415) 512-9300 Fax: (415) 512-9260 www.cea.edu
Program: Desktop Publishing

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Graphic Communication

Computer Arts Institute
310 Townsend Street, Suite 230, San Francisco 94107
(415) 546-5242 Fax: (415) 546-5237 www.sirius.com/~cai
Program: Internet/Desktop Publishing

Graphic Arts Institute
665 Third Street, Suite 50, San Francisco 94107
(415) 543-9211 Fax: (415) 543-2485 www.gai.org
Program: Computer Graphics (workshops)

University of San Francisco
2130 Fulton Street, San Francisco 94117
(415) 422-6563 Fax: (415) 422-2217 www.usfca.edu
Studies: Graphic Design

Loan Officers & Counselors

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Real Estate, Banking

Maids & Housekeeping Cleaners

Career Resources Development Center, Inc.
655 Geary Street, San Francisco 94102
(415) 775-8880 Fax: (415) 885-5527 www.crdc.org
Program: Hospitality Services

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Hospitality Program

Goodwill Career Services
1500 Mission Street, San Francisco 94103
(415) 575-2114 Fax: (415) 575-2170 www.sfgoodwill.org
Program: Hotel/Restaurant Associate

Main Train Vocational Training
777 Stockton Street, Room 203, San Francisco 94108
(415) 398-3353 Fax: (415) 398-3357
Program: Janitorial Maintenance

Multimedia Specialists

Academy of Art College
79 New Montgomery Street, San Francisco 94105
(415) 274-2200 Fax: (415) 263-4130 www.academyart.edu
Studies: Computer Graphics & Illustration

Art Institutes International of San Francisco
1170 Market Street, San Francisco 94102-4908
(415) 865-0198 Fax: (415) 863-6344 www.iii.edu
Program: Game Art & Design, Multimedia, Multimedia & Web Design

Bay Area Video Coalition
2727 Mariposa Street, San Francisco 94110
(415) 861-3282 Fax: (415) 861-4316 www.bavc.org
Program: Multimedia (workshops)

Center for Electronic Art
250 Fourth Street, San Francisco 94103
(415) 512-9300 Fax: (415) 512-9260 www.cea.edu
Program: Animation, Master of Electronic Media, Dynamic Media Design

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936
Studies: Multimedia Studies

Computer Arts Institute
310 Townsend Street, Suite 230, San Francisco 94107
(415) 546-5242 Fax: (415) 546-5237 www.sirius.com/~cai
Program: Multimedia/Internet, 3D Animation

San Francisco State University – College of Extended Learning
425 Market Street, San Francisco 94105
(415) 904-7700 Fax: (415) 338-7290 www.cel.sfsu.edu
Program: Multimedia Studies

Network Professionals

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Networking & Telecommunications

Computer Learning Center of San Francisco
667 Mission Street, San Francisco 94105
(415) 495-0800 Fax: (415) 495-6206 www.clcx.com
Program: Network Engineer & Management

Heald College Schools of Business & Technology
350 Mission Street, San Francisco 94103
(415) 673-5500 Fax: (415) 808-3005 www.healdcolleges.edu
Program: Microsoft Certified Systems Engineer

Infotec
455 Market Street, Suite 1650, San Francisco 94105
(415) 267-0821 Fax: (415) 896-1358 (415) 896-1358
Program: Computer Network

New Horizons Computer Learning Center
One Embarcadero, Suite 200, San Francisco 94111
(415) 421-5151 Fax: (415) 421-5518 www.nhbayarea.com
Program: Computer Network

Productivity Point International
50 California Street, 16th Floor, San Francisco 94111
(415) 659-2000 Fax: (415) 394-8961 www.propoint.com
Program: Network Engineer/Specialist

San Francisco State University – College of Extended Learning
425 Market Street, San Francisco 94105
(415) 904-7700 Fax: (415) 338-7290 www.cel.sfsu.edu
Program: Client/Server Technology, Information Technology

The Digital University
220 Bush Street, Suite 1400, San Francisco 94104
(415) 616-9559 Fax: (415) 616-9561 www.thedigitaluniversity.com
Program: Microsoft Certified Systems Engineer, Microsoft Certified Professional

Patternmakers, & Layout Workers – Fabric & Apparel

Academy of Art College
79 New Montgomery Street, San Francisco 94105
(415) 274-2200 Fax: (415) 263-4130 www.academyart.edu
Studies: Fashion Design & Illustration

Art Institutes International of San Francisco
1170 Market Street, San Francisco 94102-4908
(415) 865-0198 Fax: (415) 863-6344 www.aai.edu
Studies: Fashion Design

Fashion Institute of Design & Merchandising
55 Stockton Street, San Francisco 94108
(415) 433-6691 Fax: (415) 296-7299 www.fidm.com
Studies: Fashion Design

Pacific Fashion Institute
275 Brannan, Third Floor, San Francisco 94105
(415) 957-0322 Fax: NA
Program: Fashion Design & illustration

Physical Therapists

University of California, San Francisco
Box 0736, San Francisco 94143-0736
(415) 476-2093 Fax: NA
Program: Physical Therapists

Physical Therapy Aides

Arriba Juntos
1850 Mission Street, San Francisco 94103
(415) 863-9307 Fax: (415) 863-9314 www.arribajuntos.org
Program: Health Care Training

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Certified Nurse's Aide

CNA Education & Training Services
2017 Mission Street, Third Floor, San Francisco 94110
(415) 864-2025 Fax: (415) 864-1038
Program: Certified Nurse's Aide

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Kinesiology

Preschool Teachers

American College of Early Childhood Education
760 Market Street, Suite 1009, San Francisco 94102
(415) 677-9717 Fax: (415) 677-9810
Program: Early Childhood Teacher Education

City College of San Francisco
50 Phelan Avenue, San Francisco 94112-1898
(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Child Development

Maria Montessori Institute of San Francisco
678 Portola Drive, San Francisco 94127
(415) 665-6145 Fax: (415) 665-6145 www.3000.com/montessori_sf
Program: Montessori Early Childhood Education

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Child & Adolescent Development

San Francisco State University – College of Extended Learning
425 Market Street, San Francisco 94105
(415) 904-7700 Fax: (415) 338-7290 www.cel.sfsu.edu
Program: Early Childhood Education

Real Estate Appraisers

Anthony Schools
2145 19th Street, San Francisco 94116
(415) 566-2505 Fax: (415) 665-0184 www.anthonyschools.com
Program: Real Estate Appraisers

Noblefields School of Real Estate
870 Market Street, Suite 623, San Francisco 94102
(415) 956-6169 Fax: (415) 956-4615
Program: Real Estate Appraisers

Real Estate Brokers

Anthony Schools
2145 19th Street, San Francisco 94116
(415) 566-2505 Fax: (415) 665-0184 www.anthonyschools.com
Program: Real Estate Broker

Noblefields School of Real Estate
870 Market Street, Suite 623, San Francisco 94102
(415) 956-6169 Fax: (415) 956-4615
Program: Continuing Education for Real Estate Brokers

Real Estate Clerks

Arriba Juntos
1850 Mission Street, San Francisco 94103
(415) 863-9307 Fax: (415) 863-9314 www.arribajuntos.org
Program: Business Careers Training

Career Resources Development Center, Inc.

655 Geary Street, San Francisco 94102

(415) 775-8880 Fax: (415) 885-5527 www.crdc.org

Program: Clerical

City College of San Francisco

50 Phelan Avenue, San Francisco 94112-1898

(415) 239-3291 Fax: (415) 239-3936 www.ccsf.cc.ca.us

Program: Business Office Information Processing

Computer Skills Center

5011 Geary Boulevard, San Francisco 94118

(415) 221-9201 Fax: (415) 750-0525

Program: Computer Skills

CompuTrain

870 Market Street, Suite 1005, San Francisco 94102

(415) 433-7370 Fax: (415) 434-3727 www.sfcomputrain.com

Program: Computer Applications

Filipino-American Employment & Training Center

2940 16th Street, Suite 319, San Francisco 94103

(415) 626-1608 Fax: (415) 437-9241

Program: Business Clerical with Occupational Business English

Goodwill Career Services

1500 Mission Street, San Francisco 94103

(415) 575-2114 Fax: (415) 575-2170 www.sfgoodwill.org

Program: Computer Software

Heald College Schools Of Business & Technology

350 Mission Street, San Francisco 94103

(415) 673-5500 Fax: (415) 808-3005 www.healdcolleges.edu

Program: Computer Business Administration

Intercultural Institute of California (Korean Center, Inc.)

1362 Post Street, San Francisco 94109

(415) 441-1881 Fax: (415) 885-4155 www.koreannet.org

Program: Computer Business Applications

L.E.N. Business & Language Institute

1254 Market Street, Suite 200, San Francisco 94102

(415) 252-9059 Fax: (415) 252-0360

Program: General Office with Micro Computer

Mission Language & Vocational School, Inc.

2929 19th Street, San Francisco 94110

(415) 648-5220 Fax: (415) 648-4262

Program: Clerical Training

New Horizons Computer Learning Center

One Embarcadero, Suite 200, San Francisco 94111

(415) 421-5151 Fax: (415) 421-5518 www.nhbayarea.com

Program: Computer Applications

Oxman College

55 New Montgomery, Suite 721, San Francisco 94105

(415) 974-1783 Fax: (415) 974-5391

Program: Office Automation

San Francisco Conservation Corp

821 Howard Street, San Francisco 94103

(415) 928-7322 Fax: (415) 928-7330 www.sfccclc.org

Program: Computer Technology

San Francisco Vocational Services (serves people with disabilities only)
814 Mission Street, Suite 600, San Francisco 94103
(415) 512-9500 Fax: (415) 512-9507 www.sfvocationalservices.org
Program: Computer & Office Training

Real Estate Sales Agents

Anthony Schools
2145 19th Street, San Francisco 94116
(415) 566-2505 Fax: (415) 665-0184 www.anthonyschools.com
Program: Real Estate Principles/Sales

Noblefields School of Real Estate
870 Market Street, Suite 623, San Francisco 94102
(415) 956-6169 Fax: (415) 956-4615
Program: Real Estate Principles/Sales

Salespersons, Retail (Except Vehicle Sales)

Goodwill Career Services
1500 Mission Street, San Francisco 94103
(415) 575-2114 Fax: (415) 575-2170 www.sfgoodwill.org
Program: Retail Sales Associate

Social Workers – Medical and Psychiatric

Golden Gate University
536 Mission Street, San Francisco 94105
(415) 442-7800 Fax: (415) 442-7807 www.ggu.edu
Studies: Counseling

New College of California
741 Valencia Street, San Francisco 94110
(415) 437-3460 Fax: NA www.newcollege.edu
Studies: Psychology

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Counseling, Psychology

The California Institute of Integral Studies
1453 Mission Street, San Francisco 94103
(415) 575-6100 Fax: (415) 575-1264 www.ciis.edu
Studies: Clinical Psychology, Counseling Psychology

Vocational & Educational Counselors

Golden Gate University
536 Mission Street, San Francisco 94105
(415) 442-7800 Fax: (415) 442-7807 www.ggu.edu
Studies: Counseling

New College of California
741 Valencia Street, San Francisco 94110
(415) 437-3460 Fax: NA www.newcollege.edu
Studies: Counseling, Psychology

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 883-2411 Fax: NA www.sfsu.edu
Studies: Counseling, Rehabilitation Counseling

San Francisco State University – College of Extended Learning
425 Market Street, San Francisco 94105
(415) 904-7700 Fax: (415) 338-7290 www.cel.sfsu.edu
Program: School Psychology Credential Internship

Saybrook Institute
450 Pacific Avenue, Third Floor, San Francisco 94133
(800) 825-4480 Fax: (415) 433-9271 www.saybrook.edu
Studies: Psychology

The California Institute of Integral Studies
1453 Mission Street, San Francisco 94103
(415) 575-6100 Fax: (415) 575-1264 www.ciis.edu
Studies: Counseling

University of San Francisco
2130 Fulton Street, San Francisco 94117
(415) 422-6563 Fax: (415) 422-2217 www.usfca.edu
Studies: Counseling, Psychology

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: 323050 OCCUPATIONAL THERAPISTS		
Occupational Therapists plan, organize, and participate in a medically oriented occupational programs in hospitals or similar institutions to rehabilitate patients who are physically or mentally ill.		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in your county .		
1. What job title(s) does your firm use for these duties ?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation ?	Number of Employees: _____	
b. In this occupation , how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation , how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation ? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		_____
vacancies resulting from people in permanent positions leaving your firm?		_____
new permanent positions resulting from growth?		_____
temporary, on call, or seasonal positions?		_____
5. a. During the last 12 months, did your firm's employment in this occupation : (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation , is prior experience in this occupation required? If yes or preferred , how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)						
10. Is technical or vocational training required prior to employment in this occupation ? If yes or preferred, what kind of training is required ?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)						
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation ? (Check one).								
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study								
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.						
<ul style="list-style-type: none"> New hires, no experience (trained or untrained): New hires who are experienced: Experienced employees after 3 years with your firm: <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify: _____					
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:								
	<u>Employer Pays All</u>		<u>Share Cost</u>	<u>Employee Pays All</u>	<u>Not Provided</u>			
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. a. Does your firm ever promote employees in this occupation to higher level positions? If yes, what are the titles of the positions to which they may be promoted?					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
b. What skills are important for career advancement?					_____			
16. What computer software skills, if any, does your firm seek in applicants for this occupation ? (Please check all that apply)								
Specify software names: <input type="checkbox"/> None								
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____								
17. What other new skills are needed to perform the duties of this occupation?								
18. When your firm hires employees for this occupation , which are the top three most successful recruitment methods?								
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____								
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
Would you like to receive a complimentary copy of the survey results for this occupation?					<input type="checkbox"/> Yes <input type="checkbox"/> No			

20. What are the three most common deficiencies among applicants or recently hired employees? (Check three)				
<input type="checkbox"/> <i>Basic skills (Reading, math, writing)</i> <input type="checkbox"/> <i>Communication skills</i> <input type="checkbox"/> <i>Job Readiness (Work habits, timeliness, etc.)</i> <input type="checkbox"/> <i>Technical/job specific skills</i>	<input type="checkbox"/> <i>General knowledge of business and industry</i> <input type="checkbox"/> <i>Good grooming/dressing standards</i> <input type="checkbox"/> <i>Other: _____</i> <input type="checkbox"/> <i>None</i>			
21. Please rate each of the following qualifications, on a scale of 0 to 3, as to their level of importance for job entry. (Please circle)				
	<i>NOT</i>		<i>VERY</i>	
	<i>IMPORTANT</i>		<i>IMPORTANT</i>	
<i>TECHNICAL SKILLS:</i>				
<i>Record keeping skills</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Knowledge of geriatrics.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>American Occupational Therapy Assoc. registration.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to write effectively</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to instruct others.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>PHYSICAL SKILLS:</i>				
<i>Ability to lift and move patients</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Possession of emotional stability.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>PERSONAL OR OTHER SKILLS:</i>				
<i>Ability to relate to patients.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to work as part of a team.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to work independently</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Adaptable</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to exercise patience</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>BASIC SKILLS:</i>				
<i>Ability to read and follow instructions.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Oral communication skills</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Oral comprehension skills</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>

Thank you for your cooperation.

Listing of Occupations Surveyed

Listed below are occupations which have been surveyed in San Francisco County. Copies of the individual occupational summaries are available at no cost through the Private Industry Council of San Francisco. To order, please check the summaries you wish to receive and complete the mailing information on the reverse side.

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>
<input type="checkbox"/> Accountants & Auditors	1996	211140	<input type="checkbox"/> Emergency Medical Technicians-I	1991	325081
<input type="checkbox"/> Accountants & Auditors	1996	211140	<input type="checkbox"/> Emergency Medical Technicians-Paramedic	1991	325083
<input type="checkbox"/> Architects (except landscape & marine)	1995	223020	<input type="checkbox"/> File Clerks	1998	553210
<input type="checkbox"/> Automotive Body & Related Repairers	1997	853050	<input type="checkbox"/> Financial Analysts, Statistical	1999	253150
<input type="checkbox"/> Automotive Mechanics	1995	853020	<input type="checkbox"/> Financial Planners	1993	430142
<input type="checkbox"/> Baggage Porters & Bellhops	1998	680230	<input type="checkbox"/> Food Preparation Workers	1995	650380
<input type="checkbox"/> Bicycle Repairers	1993	859510	<input type="checkbox"/> Food Service Managers	1995	150261
<input type="checkbox"/> Bill & Account Collectors	1998	535080	<input type="checkbox"/> Gardeners, Groundskeepers	1996	790300
<input type="checkbox"/> Billing, Cost & Rate Clerks	1995	553440	<input type="checkbox"/> General Office Clerks	1996	553470
<input type="checkbox"/> Billing, Posting & Calculating Machine Operators	1998	560020	<input type="checkbox"/> Graphic Designers	1999	141061998
<input type="checkbox"/> Bookkeeping, Accounting & Auditing Clerks (including Bookkeepers)	1996	553380	<input type="checkbox"/> Guards & Watchguards	1996	630470
<input type="checkbox"/> Bread & Pastry Bakers	1994	650210	<input type="checkbox"/> Guides	1998	680170
<input type="checkbox"/> Broadcast Technicians	1999	340280	<input type="checkbox"/> Hairdressers, Hairstylists & Cosmetologists	1996	680050
<input type="checkbox"/> Cabinetmakers & Bench Carpenters	1997	893110	<input type="checkbox"/> Heating, Air Conditioning & Refrigeration Mechanics & Installers	1997	859020
<input type="checkbox"/> Carpenters	1998	871020	<input type="checkbox"/> Home Appliance & Power Tool Repairers	1996	857111
<input type="checkbox"/> Carpet Installers	1998	876020	<input type="checkbox"/> Home Health Aides	1998	660110
<input type="checkbox"/> Cashiers	1997	490230	<input type="checkbox"/> Host & Hostesses, Restaurant, Lounge or Coffee Shop	1996	650020
<input type="checkbox"/> Child Care Workers	1997	680380	<input type="checkbox"/> Hotel Desk Clerks	1995	538080
<input type="checkbox"/> Civil Engineering Technicians & Technologists	1991	225020	<input type="checkbox"/> Instructional Aides	1997	315211
<input type="checkbox"/> Computer Aided Design (CAD) Technicians	1999	003362999	<input type="checkbox"/> Insurance Adjusters, Examiners & Investigators	1994	533020
<input type="checkbox"/> Computer Animators	1996	030064998	<input type="checkbox"/> Insurance Claims Clerks	1994	533110
<input type="checkbox"/> Computer Engineers	1995	221270	<input type="checkbox"/> Janitors & Cleaners (except Maids & Housekeeping Cleaners)	1996	670050
<input type="checkbox"/> Computer Network Technicians	1996	033162996	<input type="checkbox"/> Kindergarten Teachers	1995	313022
<input type="checkbox"/> Computer Operators	1996	560110	<input type="checkbox"/> Legal Secretaries	1994	551020
<input type="checkbox"/> Computer Programmers	1997	251051	<input type="checkbox"/> Librarians, Professional	1993	315020
<input type="checkbox"/> Computer Support Specialists	1999	251040	<input type="checkbox"/> Library Assistants & Bookmobile Drivers	1998	539020
<input type="checkbox"/> Cooks, Restaurant	1996	650260	<input type="checkbox"/> Licensed Vocational Nurses	1997	325050
<input type="checkbox"/> Cooks, Short Order	1996	650350	<input type="checkbox"/> Loan & Credit Clerks	1998	531210
<input type="checkbox"/> Counter & Rental Clerks	1997	490170	<input type="checkbox"/> Loan Officers & Counselors	1999	211080
<input type="checkbox"/> Data Entry Keyers (except composing)	1995	560170	<input type="checkbox"/> Lodging Managers	1997	150262
<input type="checkbox"/> Data Processing Equipment Repairers	1998	857050	<input type="checkbox"/> Maids & Housekeeping Cleaners	1999	670020
<input type="checkbox"/> Dental Assistants	1998	660020	<input type="checkbox"/> Mail Machine Operators, Preparation & Handling	1992	560080
<input type="checkbox"/> Dental Hygienists	1997	329080	<input type="checkbox"/> Manager, Retail Store	1999	185167999
<input type="checkbox"/> Dental Laboratory Technicians, Precision	1994	899210	<input type="checkbox"/> Medical & Clinical Laboratory Assistants	1997	329050
<input type="checkbox"/> Dining Room & Cafeteria Attendants, Bartender Helpers	1996	650140	<input type="checkbox"/> Medical & Clinical Laboratory Technologists	1997	329020
<input type="checkbox"/> Dispatchers (except police, fire & ambulance)	1998	580050	<input type="checkbox"/> Medical Assistants (doctor's office)	1996	660050
<input type="checkbox"/> Drafters	1995	225140	<input type="checkbox"/> Medical Records Technicians	1998	329110
<input type="checkbox"/> Electrical & Electronic Engineering Technicians & Technologists	1992	225050	<input type="checkbox"/> Multimedia Specialists	1999	030064996
<input type="checkbox"/> Electricians	1999	872020	<input type="checkbox"/> Network Professionals	1999	031132999
			<input type="checkbox"/> New Accounts Clerks	1998	531050
			<input type="checkbox"/> Nurse Aides	1996	660080
			<input type="checkbox"/> Occupational Therapists	1999	323050

* Occupational Employment Statistic code

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>
<input type="checkbox"/> Office Machine & Cash Register Servicers	1997	859260	<input type="checkbox"/> Sales Agents & Placers Insurance	1997	430020
<input type="checkbox"/> Offset Lithographic Press Setters & Set-up Operators	1998	925120	<input type="checkbox"/> Sales Agents, Advertising	1996	430230
<input type="checkbox"/> Opticians, Dispensing & Measuring	1996	325140	<input type="checkbox"/> Salespersons, Parts	1999	490140
<input type="checkbox"/> Order Clerks, Materials, Merchandise & Service	1996	553230	<input type="checkbox"/> Salespersons, Retail (except vehicle sales)	1999	490112
<input type="checkbox"/> Painters, Paperhangers, Construction & Maintenance	1998	874020	<input type="checkbox"/> Secretaries, General	1996	551080
<input type="checkbox"/> Paralegal Personnel	1998	283050	<input type="checkbox"/> Secretaries, Legal	1998	551020
<input type="checkbox"/> Patternmakers, & Layout Workers, Fabric & Apparel	1999	895020	<input type="checkbox"/> Secretaries, Medical	1995	551050
<input type="checkbox"/> Payroll & Timekeeping Clerks	1997	553410	<input type="checkbox"/> Securities Brokers	1993	430141
<input type="checkbox"/> Personnel Clerks	1997	553140	<input type="checkbox"/> Social Workers, Medical & Psychiatric	1999	273020
<input type="checkbox"/> Pharmacists	1994	325170	<input type="checkbox"/> Stationary Engineers	1996	950320
<input type="checkbox"/> Pharmacy Assistants	1997	N/A	<input type="checkbox"/> Stock Clerks, Sales Floor	1995	490210
<input type="checkbox"/> Pharmacy Technicians	1997	325180	<input type="checkbox"/> Stock Clerks, Stockroom, Warehouse & Storage Yard	1995	580230
<input type="checkbox"/> Phlebotomists	1997	079364999	<input type="checkbox"/> Surgical Technicians	1997	329280
<input type="checkbox"/> Physical Therapists	1999	323080	<input type="checkbox"/> Switchboard Operators	1998	571020
<input type="checkbox"/> Physical Therapy Aides	1999	660172	<input type="checkbox"/> Systems Analysts, Electronic Data Processing	1996	251020
<input type="checkbox"/> Physical Therapy Assistants	1999	660171	<input type="checkbox"/> Taxi Drivers & Chauffeurs	1998	971140
<input type="checkbox"/> Physicians' Assistants	1994	325110	<input type="checkbox"/> Teachers, Elementary School	1997	313050
<input type="checkbox"/> Plumbers, Pipefitters & Steamfitters	1995	875020	<input type="checkbox"/> Teachers, Preschool	1999	313030
<input type="checkbox"/> Preschool Teachers	1995	313021	<input type="checkbox"/> Teachers, Secondary School	1995	313080
<input type="checkbox"/> Printing Press Machine Operators & Tenders	1995	925430	<input type="checkbox"/> Teachers, Special Education	1997	313110
<input type="checkbox"/> Production, Planning & Expediting Clerks	1998	580080	<input type="checkbox"/> Technical Writers	1997	340050
<input type="checkbox"/> Property & Real Estate Managers & Administrators	1997	150110	<input type="checkbox"/> Tellers	1997	531020
<input type="checkbox"/> Radiologic Technologists, Diagnostic	1995	329210	<input type="checkbox"/> Traffic, Shipping, & Receiving Clerks	1999	580280
<input type="checkbox"/> Real Estate Appraisers	1999	430110	<input type="checkbox"/> Travel Agents	1996	430210
<input type="checkbox"/> Real Estate Brokers	1999	430050	<input type="checkbox"/> Truck Drivers, Light (including delivery & route drivers)	1997	971050
<input type="checkbox"/> Real Estate Clerks	1999	539140	<input type="checkbox"/> Typists (including word processing)	1995	553070
<input type="checkbox"/> Real Estate Sales Agents	1999	430080	<input type="checkbox"/> Veterinary Technicians & Technologists	1994	329510
<input type="checkbox"/> Receptionists & Information Clerks	1995	553050	<input type="checkbox"/> Vocational & Educational Counselors	1999	315140
<input type="checkbox"/> Registered Nurses	1996	325020	<input type="checkbox"/> Waiters & Waitresses	1996	650080
<input type="checkbox"/> Reservation & Transportation Ticket Agents	1995	538050	<input type="checkbox"/> Web Site Designers	1996	031064999
			<input type="checkbox"/> Welders & Cutters	1998	939140
			<input type="checkbox"/> Wholesale & Retail Buyers (excluding farm products)	1992	213020

Occupational Summaries Order Form

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